

CITY OF WICHITA FALLS RFP #03-13

UTILITY BILLING AND MUNICIPAL COURT SYSTEM

PROPOSAL DUE DATE – SEPTEMBER 16, 2013 2:00PM

REQUEST FOR ADDITIONAL INFORMATION –AUGUST 26, 2013– 2:00PM

ADDENDUM ISSUED – August 30, 2013

From:
CITY OF WICHITA FALLS
PURCHASING AGENT'S OFFICE
1300 Seventh Street - Room 202A
Wichita Falls, Texas 76301
(940) 761-7466

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1.0 Notice to Proposers

The City of Wichita Falls is soliciting sealed proposals for a Customer Information System.

Proposal documents may be secured from City of Wichita Falls, Purchasing Division – Room 202A, 1300 Seventh Street, Wichita Falls, Texas 76301 between the hours of 8am and 5pm, Monday through Friday, or downloaded from the City's website.

By visiting www.wichitafallstx.gov and selecting the Online Services icon Vendors can:

- **Register to receive email notifications of upcoming bids/proposals**
- **View and print specifications on current bids/proposals**
- **Receive addenda and additional information on current bids/proposals**
- **View bid tabulations and results on closed bids**

It is imperative that Vendors register on the City's web site. The City no longer mails bid/proposal specifications or addenda.

2.0 Project Purpose and Objectives

2.1 Scope of Procurement

The City of Wichita Falls, Texas (hereafter “the City”) desires to acquire a new Customer Information System (hereafter “CIS”). This CIS will support multiple purposes within the City, though it is focused on the needs of the Wichita Falls Utility Collection Systems (hereafter “UC”) and Wichita Falls Municipal Court (hereafter “MC”). The City desires to replace both the UC and MC with an integrated VendorCIS.

The desired Customer Information System will:

- Replace the current CIS services provided through the existing Ventyx (for UC) and Infosol (for MC) CIS systems.
- Replace the current Cashiering services provided.
- Integrate with current and anticipated City systems, including RouteStar, Audio Tel Remit Plus, Ellucian Banner General Ledger, payment processing, and GIS systems.
- Integrate with anticipated Asset management systems from City Works.

2.2 Anticipated Approach

The City expects this procurement to deliver a new CIS that meets the requirements contained in this Request for Proposal (hereafter “RFP”). The CIS must include integration with current systems used by the City as specified in this RFP. The expectation is that upon completion of this procurement the City will have a fully functional system, capable of being used successfully by the City for the stipulated business services.

All Proposers must include the core elements of the CIS and Cashiering system in order for their proposal to be considered responsive. As an option, the Proposer should include their integrated Financial Information System\HR Payroll System.

2.2.1 Optional Software Acquisition

The successful Proposer for CIS under this RFP will have an opportunity at a later date to enter into a contract negotiation with the City for a Financial Information Systems (hereafter "FIS").

- Financial Information Systems (FIS) software, licenses, and implementation services to meet the City's business requirements described in Section 9.0 of this RFP.

Proposing software licenses and implementation services for both UC and MC Systems is required. The optional FIS software licenses and implementation services is not required. However, Proposers must submit proposals for both the UC and MC System and also, the FIS to be given the opportunity to enter negotiations for a separate procurement contract. Engaging the successful CIS Proposer in contract negotiations for these optional software systems is at the sole discretion of the City, and may not result in an actual procurement contract.

2.2.2 Excluded Functionality

The procurement of the new Systems under this RFP will not include:

- Acquisition of any systems infrastructure or standard desktop client hardware required for implementation. The City will procure or provide all necessary server and network components, and expects to be able to use existing desktop and mobile computers as clients.
- Business process re-design, beyond the minimum deemed necessary for successful implementation of the proposed solution, will be performed by the City under a separate project.

2.3 Project Milestones

RFP Publish Date		August 12, 2013
Clarification and Written Questions Due	2:00PM	August 26, 2013
Answers to Written Questions via Addendum		August 30, 2013
Proposal Due Date	2:00 PM	September 16, 2013
Notification of Short List Proposers		October 15, 2013
Presentations and Demonstrations		To Be Determined

3.0 Instructions to Proposers

3.1 Preparation of Proposal

- A. Proposers are expected to examine this RFP carefully, understand the terms and conditions for providing the pertinent services, and respond completely. Failure to respond completely may result in disqualification. Questions about this RFP shall be directed, in writing only, to the address provided in this RFP.
- B. Failure to respond to all portions of this RFP may result in the Proposer's response being deemed non-responsive. An officer or principal of the Proposer must sign proposals; however, an agent, if accompanied by written evidence of authority, may sign them.
- C. Proposal shall consist of Proposal Affidavit, Resumes of Key Staff, Price Proposal Forms, etc. as requested in attached appendices A thru F.
- D. The Proposer may also provide supplemental marketing or technical materials, to be packaged separately from the Proposer Response Forms. No materials provided by the Proposer will be returned at any time during or following this procurement.

The City desires a concise, complete response to this RFP.

3.2 Submittal Requirements and Deadlines

Eight (8) printed copies plus one (1) digital copy on CD/DVD of the Proposal shall be enclosed in a sealed envelope with the notation RFP #03-13 UTILITY BILLING AND MUNICIPAL COURT SYSTEM clearly marked on the envelope. **All Proposals are due in the Purchasing Department at the CITY no later than September 16, 2013 2:00 PM. Any Proposal received at the location below after that time shall not be considered.**

Proposals must be received in sealed envelopes clearly marked with the proposal number, closing date, and company submitting the proposal. Any proposal received after the time and date listed above, regardless of the mode of delivery, shall be returned unopened. Proposals are to be delivered to:

City of Wichita Falls
Purchasing Division, Room 202A
Attention: Peggy Gahagan
1300 Seventh Street
Wichita Falls, Texas 76301

3.3 Proposer Representations and Responsibilities

- A. By submitting a proposal in response to this RFP, the Proposer represents that it has read and understands all elements of this RFP, and has familiarized itself with all federal, state, and local laws, ordinances, and rules and regulations that in any manner may affect the cost, progress, or performance of the contract work.

- B. By submitting a proposal in response to this RFP, the Proposer represents that it has not relied exclusively upon any technical details relative to existing software systems in place or under consideration for implementation by the City, but has supplemented this information through due diligence research with the indicated Vendors of such systems, and that the Proposer sufficiently understands the technical issues relative to the indicated system integration requirements.
- C. The failure or omission of any Proposer to receive or examine any form, instrument, addendum, or other documents or to acquaint itself with conditions existing at the site or technical details of systems to be integrated with, shall in no way relieve any Proposer from any obligations with respect to its proposal or to the contract.

3.4 Request for Additional Information

Any Proposer in doubt as to the true meaning of any part of the specifications or other documents may request in writing an interpretation thereof from the Purchasing Agent at the address listed below. In the event the Purchasing Agent deems the interpretation to be substantive, the interpretation will be made by written addendum issued via the City website. Such addendum will be available to all bidders and will become part of the bid package having the same binding effect as provisions of the original proposal. No verbal explanations or interpretations will be binding. In order to have a request for interpretation considered, the request must be submitted in writing and must be received by City Purchasing Agent no later than August 26, 2013 – 2:00PM. All addenda, amendments, and interpretations of this solicitation shall be in writing. City response will be issued via the City web site. The City shall not be legally bound by any amendment or interpretation that is not in writing. Only information supplied by the City in writing should be used in preparing responses. All contacts that a proposer may have had before or after receipt of this RFP with any individuals, employees, or representatives of the City and any information that may have been read in any news media or seen or heard in any communication facility regarding this RFP should be disregarded in preparing responses. The City does not assume responsibility for the receipt of any addendum sent to bidders. A copy of all addenda issued must be signed and returned with your proposal.

Request for clarification or additional information must be submitted in writing to Peggy Gahagan, Purchasing Agent no later than August 26, 2013 – 2:00 PM. local time.

For Technical Questions:

Blake Jurecek
Information Systems Administrator
PO Box 1431
1300 Seventh Street, Room 201
Wichita Falls, TX 76301
Phone (940) 761-7425
Fax (940) 761-7688
blake.jurecek@wichitafallstx.gov

All other questions:

Peggy Gahagan
Purchasing Agent
PO Box 1431
1300 Seventh Street, Room 202A
Wichita Falls, TX 76301
Phone (940)761-7466
Fax (940)761-7688
peggy.gahagan@wichitafallstx.gov

3.5 Proposer Response Forms (PRFs)

The City has provided Proposer Response Forms (hereafter “PRF”) in Appendix A for all submissions. The PRF will also be made available through the City procurement web site described in Section 1. The PRF is designed to provide consistent response formats to expedite review and selection, while providing the Proposers an opportunity to submit all information they consider significant and meaningful to their response.

Proposers should not modify or re-order the PRF. Failure to utilize the PRF format or modification of the PRF language or format will result in substantially lower score of the proposal.

Proposers shall submit their Price Schedule using the templates provided in Appendix A section 4.

Product and company marketing brochures and similar material may be included as attachments, but will not be considered as part of the RFP response, will not be evaluated and should not be referenced by the Proposer in the PRF.

At the discretion of the City, the Proposer may be required to submit additional information to clarify or complete a proposal where the submission is deemed inadequate or incomplete.

3.6 Exceptions to the RFP

It is anticipated that Vendors may find instances where they, because of corporate policy or proposed system’s capabilities or limitations, take exception with certain requirements or specifications of the RFP. All exceptions shall be clearly identified, and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for the City, and a description of the advantages to be gained or disadvantages to be incurred by the City as a result of these exceptions.

3.7 Proposal Bond

A Proposal Bond, in the amount of five percent (5%) of total bid, executed by a surety authorized to do business in the State of Texas, or a cashiers' check in the amount of five percent (5%) on any State or National Bank payable to the City of Wichita Falls shall accompany the proposal. Checks or bonds will be returned promptly after the City and the Vendor have executed the contract.

If a Vendor withdraws its competitive proposal, fails to negotiate in good faith with the City, or fails to sign an Agreement after the City and the Vendor have reached agreeable terms, the full amount of the bond shall be forfeited and retained by the City, not as a penalty, but as liquidated damages. It shall be agreed that said sum is a fair estimate of the amount of damages that the City will sustain in the event one (1) of the foregoing circumstances occurs. No plea of mistake in the competitive proposal or misunderstanding of the conditions of forfeiture shall be available to the Vendor for the recovery of the deposit, or as a defense to any action based upon the neglect or refusal to execute an Agreement after agreed terms have been reached.

4.0 Terms and Conditions

4.1 Conditions and Limitations

4.1.1 Right of Rejection and Clarification

The City reserves the right to reject any and all proposals and to request clarification of information from any Vendor. All competitive proposals shall be prepared and submitted in accordance with the provision of the RFP. However, the City may waive any informalities, irregularities, or variances, whether technical or substantial in nature, or reject any and all competitive proposals at its discretion.

4.1.2 Requests for Additional Information

Prior to the final selection, Vendors may be required to submit additional information which the City may deem necessary to further evaluate the Vendor's qualifications, including financial statements of the Vendor.

4.1.3 Denial of Reimbursement

The City will not reimburse Vendors for any cost associated with the preparation and submittal of proposals, or for any travel and per diem costs that are incurred in response to this RFP.

4.1.4 Gratuity Prohibition

Vendors shall not offer any gratuities, favors, or anything of monetary value to any official, employee, or agent of the City.

4.1.5 Right of Withdrawal

A proposal may be withdrawn, modified, and resubmitted prior to the stated submission date. The Proposer shall notify the Purchasing Office in writing of their intentions. Modifications and withdrawn proposals may be resubmitted to the Purchasing Office up to the time and date set for the receipt of proposals. Proposals may not be withdrawn for one hundred twenty (120) days after the due date.

4.1.6 Right of Rejection of Lowest Bid

The City of Wichita Falls is under no obligation to award this project to the lowest bidding Vendor. Evaluation criteria listed in Section 10 shall be used in evaluating proposals.

4.1.7 Right to Financial Information

The City reserves the right to make such additional investigations as it may deem necessary to establish the competency and financial stability of any potential Vendor or subcontractor. If, in the opinion of the City, the evidence of competency and financial stability is not satisfactory, the City reserves the right to reject the proposal.

4.1.8 Right to Request Best and Final Offers

At the conclusion of evaluating proposals, the City reserves the right to request best and final offers from the Vendor(s) who were judged to have made proposals which were the most consistent with the City's requirements.

4.1.9 Signed in Ink

Proposals must be signed in ink by a company official who has authorization to do so. The signer shall have the authority to bind the Vendor to the submitted competitive proposal. Any interlineation, alteration, or erasure made before receiving time, must be initialed by the signer of the proposal, guaranteeing authenticity.

4.1.10 Permits, Licenses and Approvals

The Vendor shall obtain and pay for all permits, licenses and approvals necessary for the execution of the contract. The firm shall comply with all of the laws, ordinances, rules, orders, and regulations relating to performance of work.

4.1.11 Rights to Submitted Material

All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all reports, charts, displays, schedules, exhibits, and other documentation submitted by Vendors shall become the property of the City when received. However, if requested by a Vendor, technical manuals and user manuals will be returned. Any proprietary information contained in the proposal should be so indicated. The City will honor proprietary information to the extent allowed by law. However, a general indication that the entire contents, or a major portion of, the proposal is proprietary will not be honored.

4.1.12 News Releases

Vendors shall at no time make any news or advertising releases pertaining to this RFP for any purpose, without the prior written approval of the City, and then, only in coordination with the City.

4.1.13 Terminology

Terms used in this RFP are not intended to imply or denote a particular Vendor, and are not to be construed as restrictive to any particular Vendor.

4.1.14 Confidentiality

The contents of proposals shall be treated confidentially by the City during negotiations, to the extent allowed by law. The contents of proposals shall not be disclosed to any competing Vendor during the evaluation and negotiation period. A list of responses received, however, will be publicly available.

4.1.15 High Tech Proposal

This RFP is classified as high technology under Texas State Purchasing Law. As such, proposals are not available for public inspection until after the contract award. If the proposal contains trade secrets and confidential information, then the proposal, relating to such information, is not open to public review even after the proposal award, provided that the Vendor has notified the City in writing that the proposal contains trade secrets and confidential information and designated the portions of the proposal which contains them.

4.1.16 Open Procurement

- The City reserves the right to accept any item or group of items proposed in any response, unless the Vendor qualifies his offer by specific limitation.
- If it is in the best interest of the City, the City reserves the right to purchase the Operating System Software and Hardware from any source that the City should chose.
- The City reserves the right to negotiate with Vendors regarding variations to the original proposal(s) which may be in the best interest of the City.

4.2 Contract Requirements

- This RFP, the proposal submitted documents, and any negotiations, when properly accepted by the City, shall constitute a contract equally binding between the successful Vendor and the City. No different or additional terms will become part of this contract, with the exception of a change order.
- The contract(s) will incorporate the Vendor's responses to this RFP particularly where the Vendor has made representation that its system can achieve certain capabilities or provide certain functionality. The Vendor will be contractually required to provide the represented capability or functionality at the agreed upon price.
- This contract shall become effective immediately upon signing by both Vendor and the City, and shall terminate upon acceptance of the project, except as extended by amendment, warranty, maintenance contract, or unless terminated earlier as specified in other sections of this contract.

This section lists other anticipated contract provisions. Vendor proposals should take specific exception to any of the following provisions to which they will not be able to agree.

4.2.1 Firm Prices

Prices offered by the Vendor shall be firm and not subject to increase during the term of any contractual agreement arising between the City and the successful Vendor as a result of this RFP. Prior to the submittal of proposals, each Vendor shall make, and will be deemed

to have made, a thorough examination of the site of the work and all conditions existing thereon. Further, they shall carefully examine the complete contract documents and specifications.

4.2.2 Indemnification

Vendor, at its own expense and without exception, shall indemnify, defend and pay all damages, costs, expenses, including attorney fees and otherwise hold harmless the City, its employees, and agents, from any liability of any nature or kind, for or on account of any infringement or claim of infringement based upon a trademark, copyright.

Vendor shall protect, indemnify and hold the City harmless from and against any damage, cost or liability for any injuries to persons or property arising from acts or omissions of Vendor, his employees, agents or subcontractors, howsoever caused.

4.2.3 Systems Acceptance

The City shall require a final acceptance test by City staff for the total system to insure that the system and each component thereof functions as specified. Acceptance of total system shall be subject to satisfactory operation for ninety (90) working days after system has been put into a live environment.

Any additional services required to remedy system deficiencies during the acceptance test period shall be provided by the Vendor without claim for additional payment.

4.2.4 Upgrades

In the event that the Vendor or any subcontractor markets components that are newer, less expensive or better suited to the City's needs, after the date of the contract until final acceptance, the City shall have the right to cancel any portion of the system under that contract and be granted a full credit toward the purchase price of any such newer components as hereinafter specified. The Vendor shall provide the City with timely notice of the availability of such newer components.

4.2.5 Vendor Commitment

The Vendor shall maintain and upgrade the operating system software at its current or public-released level for the term of the contract with the City pursuant to this RFP. The Vendor shall make every effort possible to insure that the City has the newest releases of the operating system software and/or upgrades to the hardware to support the new releases.

4.2.6 Continuity of Personnel

Vendor personnel essential to the continuity and successful and timely completion of the project will be available for the duration of the project unless substitutions are approved in writing by the assigned Project Manager of the City. See section 6.2.1 for more details.

4.2.7 Insurance Requirements

4.2.7.1 Certificates of Insurance

The successful bidder shall furnish certificates of insurance issued by an insurance company authorized to do business in the State of Texas. The certificate shall provide that the coverage not be reduced or cancelled without thirty (30) days advance written notice to the City Manager of the City of Wichita Falls, P.O. Box 1431, Wichita Falls, Texas 76307.

The certificate of insurance and the underlying insurance policies shall name the City of Wichita Falls, Texas, as an additional insured.

4.2.7.2 Insurance Policy Limits Requirements

The successful bidder shall provide comprehensive general liability insurance and comprehensive automobile liability insurance, each policy having limits no less than One Hundred Thousand and no/100 (\$100,000.00) Dollars per claimant / Three Hundred Thousand and no/100 (\$300,000.00) Dollars / per occurrence; Three Hundred Thousand and no/100 (\$300,000.00) Dollars aggregate; of Three Hundred Thousand and no/100 (\$300,000.00) Dollars combined limits.

The successful bidder, in addition to the insurance policies required above, shall also provide an excess liability policy of insurance with limits no less than One Million and no/100 (\$1,000,000.00) Dollars.

4.2.7.3 Coverages Required in Comprehensive General Liability Insurance Policies

The comprehensive general liability insurance policy shall include coverage for the following:

- Premises operations
- Independent contractors
- Products / completed operations
- Personal injury
- Advertising injury
- Contractual liability
- Medical payments
- Underground hazard
- Explosion and collapse hazard

The comprehensive general liability insurance policy shall name the City of Wichita Falls, Texas, as an additional insured.

4.2.7.4 Coverages Required in Comprehensive Automobile Liability

The contractor shall provide comprehensive automobile liability insurance, including coverage for loading and unloading hazards, and for owned/leased vehicles.

4.2.7.5 Workers Compensation as required by Texas Law

4.2.8 Force Majeure

In the event of Force Majeure, the obligations of the Vendor to perform the Services shall be suspended for the duration of the event of Force Majeure. In such event, the Vendor shall

be equitably compensated for time expended and expenses incurred during the event of Force Majeure and the schedule shall be extended by a like number of days as the event of Force Majeure. In Services are suspended for thirty (30) days or more, Vendor may, in its sole discretion, upon 5 (five) days prior written notice, terminate this Agreement or the affected work order or both. In the case of such termination, in addition to the compensation and time extension set forth above, Vendor shall be compensated for all reasonable termination expenses.

4.2.9 No Assignment

The rights and obligations of Vendor in connection with this project shall be binding upon its heirs and successors, except that the City reserves the right to terminate this contract if Vendor, in whole or significant part, is acquired by another entity during the term of this contract. Vendor shall not assign, transfer, convey, or otherwise dispose of the contract without written consent from the City of Wichita Falls. Neither party will be liable to the other for any failure or delay in rendering performance arising out of causes beyond its control and without its fault or negligence. Such causes may include, but are not limited to: acts of God or the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, and unusually severe weather; however, the failure or delay must be beyond the party's control and without its fault or negligence. Dates or times of performance will be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.

4.2.10 Prime Contractor

The City recognizes that in the interest of acquiring the most effective system, best meeting its needs, either a single Vendor or a Multi-Vendor solution may be acceptable. However, in the case of a Multi-Vendor solution, there must be a prime contractor legally and financially responsible for all hardware and/or software and their implementation services. Copies of subcontractor agreements must be provided to the City.

4.2.11 License Terms

The terms of all licenses (whether for equipment, operating system, or other software) shall be consistent with the following: The license shall not have an expiration date. That is, once purchased with an up-front payment, the City's right to use the software shall not require any renewal of the license.

4.2.12 Amendments and Change Orders

This contract may be amended at any time by mutual consent of the parties. Any amendment or change order must be in writing and signed by authorized representatives of both Vendor and the City. Amendments may involve a contract extension or an expansion or contraction of scope, resulting in an increase or reduction in contract price. Vendor shall, and City shall, specify in writing the name(s) of the person(s) authorized to sign contract amendments and change orders.

4.2.13 Availability of Funds

If the City should not, for any reason at any time, appropriate funds sufficient to purchase, operate and maintain the computer hardware, software systems/services procured pursuant to this RFP, the City may unilaterally terminate upon thirty (30) days' notice to the successful Vendor any and all contractual or other obligations without penalty. The City will remain obligated to pay for items delivered prior to the notice of cancellation.

4.2.14 Conflict of Interest

No public official or City employee shall have interest in this contract, in accordance with Vernon Texas Codes Annotated Local Government Code Title 5, Subtitle C, Chapter 171.

4.2.15 Equal Opportunity Employer

The successful Vendor agrees that, during the term of this agreement, they shall not engage in any employment practices which have the effect of discriminating against any applicant for employment on the basis of race, color, religion, national origin, sex, age, or handicap. Furthermore, the successful Vendor will take affirmative steps to insure that applicants and employees are treated during employment without regard to their race, color, religion, national origin, sex, age or handicap.

4.2.16 Taxes

Unless otherwise provided herein or required by law, Vendor assumes exclusive liability for, and shall pay before delinquency, all sales, use, excise and other taxes, charges or contributions of any kind now or hereafter imposed on or with respect to, or measured by articles sold or material or work furnished thereunder on the wage, salaries or other remuneration's paid to persons employed in connection with the performance of this contract; and Vendor shall indemnify and hold the City from any liability and expense by reason of Vendor's failure to pay such taxes or contributions. The City is statute exempt from the state sales tax and federal excise tax; therefore, the proposal price shall not include taxes. The City's tax exempt number is 75-6000714-2.

4.2.17 Quantities

Quantities, when used, are estimates only and are given for the purpose of comparing bids on a uniform basis. Payment will be made only for quantities actually ordered, delivered and accepted, whether greater or less than the stated amounts.

4.2.18 Changes

No alteration in any of the terms, conditions, delivery, price, quality or specifications of items ordered will be effective without the written consent of the City.

4.2.19 Default

The Vendor agrees that, if a law suit is instituted by the City for any default on the part of the Vendor, and the Vendor is adjudged to be in default, he/she shall pay to the City all cost and expenses expended or incurred by the City in connection therewith, and reasonable attorney fees.

4.2.20 Termination

The City reserves the right to terminate the contract immediately in the event the successful Vendor fails to meet delivery or completion schedules, or otherwise perform in accordance with the contract. The contract may be terminated by the City upon written notice to Vendor, deposited as certified mail at least thirty (30) days prior to the termination date. This written notice shall state the reasons for termination. Vendor shall be allowed fifteen (15) days from the date the written notice was mailed, to remedy the conditions outlined in the notice to the City's satisfaction. In the event of termination, the City's liability for payments to Vendor will be limited to making payments for agreed upon Components and Services up to the termination date.

4.2.21 Liquidated Damages

The parties acknowledge and agree that the damages sustained by the City due to an unapproved delay in performance by Vendor, are difficult to ascertain. As such, it is mutually agreed that should Vendor fail to timely complete and/or deliver all components included in any of the specified milestones in time for the City to inspect, test, and accept such products and services by the agreed-upon Acceptance Dates, the City shall be entitled to liquidated damages in the form of contract price reductions as follows: one percent (1.0%) of total contract amount if any scheduled milestone deadline is missed; further, the City shall be entitled to an additional Five Hundred and no/100 (\$500.00) Dollars per day penalty for each additional day of delay after the scheduled Acceptance Date.

Notwithstanding the foregoing, should Vendor fail to meet the time requirements, the City reserves the right to terminate this contract and avail itself of all available legal and equitable remedies.

The aforesaid specified amount(s) shall not be construed as a penalty, but as liquidated damages for any such failure on the part of Vendor. In any suit involving assessment or recovery of liquidated damages, the reasonableness of the charge shall be presumed, and the amount assessed will be in addition to every other right or remedy now or hereinafter enforceable at law, in equity, by statute, or under this contract. Any such charges assessed against Vendor may be deducted from monies due to, or to become due to, Vendor or may be collected from the performance bond.

4.2.22 Venue

This agreement will be governed and construed according to the laws of the State of Texas. This agreement is performable in Wichita County, Texas.

4.2.23 Payment Schedule

A ten percent (10%) down payment of the total price (for all Components and Services) shall be paid upon the execution of this contract and receipt and approval by the City of necessary forms (Professional Services Agreement, Annual Standard Support Agreement, and License Agreement), as provided in Appendix D.

Subsequent payments will be made by the City within thirty (30) days of receipt of invoice. Each system, UC and MC, will be separate payment schedules based on the following acceptance of system modules, Components and Services as follows:

- Twenty percent (20%) of the total price shall be paid upon completion of the hardware/software product install and configuration of the components included in such installation, along with all media and installation/backup and recovery documentation.
- Twenty percent (20%) of the total price shall be paid upon completion of user training of all of the components included in the install and installation of all components necessary for pre-production test environment.
- Twenty percent (20%) of the total price shall be paid upon completion of the system acceptance of the components included in the install and ready for production in a live environment.
- Twenty percent (20%) of the total price shall be paid upon completion of the cutover to live environment.
- The City will retain ten percent (10%) of the total Contract Price ("Retainer") for Components and Services, except for expenses, until final acceptance of all products and services to be provided hereunder. This ten percent (10%) will be paid sixty (60) days after system acceptance. Interest on Retainer, based upon the City's current rate of interest earnings, will be paid to the Vendor as accrued from the date of milestone acceptance.

Additional work, if any, requested by the City during the term of this contract shall be paid for on a time and material basis, utilizing rates quoted on the Proposal. Sales tax shall not be collected from the City which is tax-exempt, for any product or service provided hereunder.

4.2.24 City Responsibilities

- The City will make available to Vendor, a staff member, hereinafter referred to as "City's Project Manager," who will have the authority to act for the City, assist with operations and activities, and have the authority to enforce implementation decisions which are mutually agreed to by City and Vendor.
- The City shall provide adequate office workspace and telephone access to support Vendor personnel during the contract period.
- The City shall provide, on request, information, data, records, and documents, and make such decisions as may be reasonably required by Vendor to perform under this contract.
- The City shall provide, on request, liaison and coordination with units of the City's organization, and City's Vendors, common carriers, and government agencies as may be reasonably required for the efficient completion of the system.
- The City shall provide and install all ancillary components not covered by this contract and physical facilities reasonably required for the development, testing, implementation, and on-going support of the system provided by Vendor under this contract.
- The City agrees to respond, in writing, within fifteen (15) working days to all designs, specifications, planning documents and updates to all of those items delivered and designated as final and complete by Vendor.

4.2.25 Purchase Order/Payment

A purchase orders(s) and/or notice of award shall be generated by the City to the Vendor. The purchase order number must appear on all itemized invoices. Invoices shall be mailed

directly to the City of Wichita Falls, Accounting Office, PO Box 1431, Second Floor, Memorial Auditorium, 1300 Seventh Street, Wichita Falls, Texas 76301 and shall show: (A) Name and address of successful Vendor, (B) Name and address of receiving department and/or delivery location, (C) City's purchase order number, and (D) Descriptive information as to the service and/or items delivered, including serial number, quantity, number of containers, etc. Payment will be made upon receipt and acceptance by the City of all completed services and/or items ordered and receipt of a valid invoice, in accordance with the State of Texas Prompt Payment Act, Article 601f V.T.C.S.

Any payments made to the Vendor shall be conditioned upon completion of previously determined project segments and/or milestones. The Vendor will be paid through incremental payments following successful completion of each project segment. Successful completion of a segment shall be determined by the City Project Manager when all deliverables (as specified in the project plan) for that segment have been met. Following approval of each segment, payments will be made based on Vendor's proposed price for that segment. Payments, in whole or in part, of the project shall not be construed as or constitute an acceptance by the City prior to official acceptance of the system accompanied by final payment in accordance with full completion of the contractual requirements.

4.2.26 Applicable Laws and Regulations

Vendor shall be responsible for complying with all federal, state, county and local laws concerning this type of commodity/service. All systems provided by Vendor shall comply with all applicable federal, state and local building, fire, safety and electric codes and all relevant industry standards. Vendor and any of its employees, agents, sub-contractors, laborers, or material men, during its work, construction, and component installation will meet or exceed current standards of the following:

- Federal Communication Commission (FCC)
- Electronic Industries Association (EIA)
- Institute of Electrical and Electronic Engineers, Inc. (IEEE)
- The Environmental Protection Agency (EPA)
- Vendor Work Hours and Safety Standards Act
- State Utility Board
- Equal Opportunity Act

4.2.27 Errors and Omissions

The Vendor shall not be allowed to take advantage of any errors and/or omissions in these specifications or in the Vendor's proposal. Full disclosure will be made and full instructions will always be given when such errors or omissions are discovered.

4.2.28 Software Maintenance, Support and Upgrades

The Vendor must be able to provide, at a minimum, the following levels of system support:

- Vendor must provide a 1-800 toll free number for support. The hotline must be available twenty-four (24) hours a day, seven (7) days a week.
- Vendor must have sufficient support staffing to return a trouble call within a maximum of a two (2) hour time period.
- Vendor must respond with a solution to a critical system problem within a four (4) hour time period. A critical system problem will be defined as any system incident

severe enough to impair the City's ability to maintain daily operation and administrative functions.

- Vendor must provide a written problem escalation procedure for various levels of problem severity (i.e. critical, major, minor, non-critical).
- Vendor must provide on-site, post-implementation support during the first sixty (60) days after implementation.

Software releases and sub-releases for updates, corrections, enhancements, and refinements to purchased capabilities will be provided by the Vendor as part of the warranty in year one (1), and as part of the price for maintenance, for those years in which the City has purchased maintenance from the Vendor.

4.2.29 Right of Negotiation

The City reserves the right to negotiate with the selected Vendor(s) the exact terms and conditions of the contract including, but not limited to scope, role, price and staffing.

4.2.30 Right of Refusal

The City and the selected Vendor will negotiate a contract(s) for submission to the City Manager for consideration and recommendation to City Council. In the event an agreement cannot be reached with the selected Vendor, the City reserves the right to select an alternate Vendor. The City reserves the right to reject any or all proposals.

4.2.31 Award

An award will be made to the responsible Vendor(s) whose proposal(s) is determined to be the most advantageous to the City, taking into consideration the evaluation criteria set forth in this section.

5.0 Current Situation

5.1 City of Wichita Falls

The City is comfortably nestled in the North East corner of the Panhandle/Plains area of North Texas. Wichita Falls is an economically progressive city, home to commerce and industry with worldwide interests. Wichita Falls has a population of approximately one hundred four thousand five hundred fifty three (104,553), is the county seat of Wichita County and considered the population center of North Texas. This is a family oriented city conveniently located within two (2) hours of two (2) metropolitan areas (Dallas-Fort Worth and Oklahoma City) with populations exceeding one million (1,000,000) citizens.

5.1.1 Wichita Falls Utility Systems

The Wichita Falls Utility Collections (UC), a division of the City, constructs, maintains, and operates the City's utility infrastructure with the Finance department. UC is responsible for the billing and collection of water, sewer, sanitation, recycling, wastewater, storm water, as well as a few miscellaneous charges for the Health department. Currently, there are thirty four thousand three hundred (34,300) active customers comprised of residential,

commercial, City, and contract users. In order to effectively accomplish monthly billing, the City is divided into twenty four (24) billing cycles with each cycle containing five (5) routes.

5.1.1.1 Billing for Water

The City's water rate structure consists of two (2) components: (A) a fixed monthly service charge, or readiness to serve fee, which is based on the meter size and (B) a monthly commodity charge, which is based on the amount of water used. For residential and water only accounts, the commodity rate is a tiered rate in which a higher rate is charged for higher usages in an effort to curtail excess water usage. There is also a surcharge assessed by water volume as a substrate to encourage water conservation. The monthly commodity charge for commercial accounts is a flat rate based on volume. All other types of accounts are assessed a flat rate based on volume, however, depending on their contract with the City, may also include a fixed monthly charge if the usage volume is not met.

There are two (2) different units of measure for the water meters: (A) consumptions, which are one hundred (100) cubic feet (the equivalent of seven hundred forty eight [748] gallons) and (B) gallons. All rates are calculated using consumptions as the unit of measure. The gallon usage is converted to consumptions prior to billing. Also, there are a few compound meters still being used by the City. The meter reading routes are maintained in the UC system.

5.1.1.2 Billing for Sewer

The City's sewer charges also consist of two (2) components: (a) a fixed monthly service charge and (B) a monthly commodity charge based on the water usage.

For residential accounts, there is a City ordinance mandating that the sewer charge be based upon a winter months' consumption average (WMA). The months that are used for this calculation are January, February and March. If the customer's usage is less than the account's WMA, then the account would be charged for the actual consumption usage. If, however, the usage exceeded the WMA, the WMA would be used to calculate the sewer charge. A City Wide WMA is also calculated. For new customers that do not have a WMA, the City Wide WMA is used in the sewer calculation if the usage exceeds the City Wide WMA.

5.1.1.3 Billing for Sanitation

The Sanitation division collects refuse for the entire city. Sanitation serves both residential and commercial service types. There are two (2) types of residential services: (A) automated curbside and (B) alley dumpster service. Each service is a separate fee. Additionally for residents, Sanitation will provide a roll-out service for another fee. The commercial service will provide automated curbside and commercial dumpsters. The commercial customers with curbside service will have a minimum fee for one (1) container and each additional container will be 0.5 the minimum fee. The commercial dumpsters vary in size: 3, 4, 6 and 8 CY and can be collected a minimum of two (2) to six (6) times per week. A commercial customer may have multiple dumpsters. Multiple commercial accounts may share a dumpster. Commercial customers who choose to employ a compactor are still charged a minimum fee. Also, sanitation is a taxable service. At this time, the tax rate is attached as a subordinate rate to the sanitation rates. Since some of the accounts

are tax exempt, there are also sanitation rates without the subordinate tax rate attached.

The sanitation routes are not maintained in the UC system; however, the account information must be able to be exported to link with a GIS shapefile to be used for route adjustments.

5.1.1.4 Billing for Recycling

The City currently offers residential automated curbside organic recycling to residents for a specified unit. Similar to the automated curbside trash service, the customer pays an additional 0.5 per unit for each additional container. In the future, the City must have the flexibility to potentially add a commercial, and other residential recycling fees.

5.1.1.5 Billing for Storm Water

The City storm water fund is collected through the UC system. There is a standard rate charged for residential and commercial customers. This charge is multiplied by the number of units on the storm water service record. For residential customers, the number of units is one (1). For the commercial customers, the Engineering division calculates the impervious area and records the amount in the number of units.

5.1.1.6 Billing for Miscellaneous Charges

There are several miscellaneous charges that are billed only when the service is rendered or the charge may be billed monthly, but the amount varies from month to month. Miscellaneous charges include transfer station, landfill, extra hauling, and various health code violation charges. The appropriate amount is charged to an account when the service is provided or a violation has been cited.

5.1.2 Municipal Court

The MC of the City is a Court of Record under the laws of the State of Texas with jurisdiction over all Class C misdemeanor criminal cases filed under city ordinances or the Texas Penal Code within the city limits. For 2011-2012, the City filed over thirty three thousand (33,000) cases and closed over thirty one thousand (31,000) cases. The City licensed the existing municipal court case management system, Infosol, from Infosol, Inc. in January of 1998. The system implementation began later in 1998 and Infosol has continued to support and maintain the product although the Infosol solution hasn't been updated or upgraded in over five (5) years.

5.1.3 Information Technology Department

The City's Department of Information Technology (City IT) assists all City agencies with technology implementation, office automation equipment selection, and ongoing support. The department operates a two (2) centralized data center. The City's online network has grown to more than seven hundred (700) workstations, primarily personal computers that may also serve as offline microcomputers for individual customer applications. Virtually all City buildings are interconnected using fiber-optic networking, and 802.11b/g wireless networking is also generally available in City facilities.

The City IT organization will provide relevant support to this project, including server technology acquisition and installation, and City IT operations support for test and

production platforms. The City IT will also engage team members to become internal applications support staff during/post implementation. The City IT expects to become the primary support contact with the successful Proposer's support organization once the implementation is complete.

5.2 Water Bills

For cost effectiveness, the water bills are postcard size. The current UC system creates a flat file which is used to generate a print file of the postcard sized water bills. A barcode of the account number, amount due, and check digit is appropriately printed on the bill for interfacing with remittance software for payments that are received through the mail. The print file, along with an Microsoft Excel spreadsheet detailing the total number of bills and the number of bills per zip code, is then sent via FTP to a third party Vendor, currently Computech, for printing, sorting, and mailing according to US Postal Standards. The City also offers eStatements of the monthly bill. At this time, there are two thousand three hundred (2,300) customers that receive their water bill using this medium.

5.3 Payment Processing

Payments are received and posted to the UC system on a daily basis. The City receives payments by several methods including bank drafting, cash, credit card, and wire transfer. The City also provides several options for making payments including at the counter, by mail, the drive-thru window, IVR, internet, and at payment centers located throughout the City.

Last year, over three hundred eighty nine thousand (389,000) payments were processed. Of these payments, one hundred fifty six thousand (156,000) were made at the counter, one hundred forty three thousand nine hundred (143,900) were mail in or night drop payments, twenty nine thousand four hundred (29,400) were IVR payments, twelve thousand seven hundred (12,700) were internet payments, eighty eight (88) were wire transfers, and the remaining payments were received from the various payment centers.

The IVR payments are administered by Paymentus. There is an interface in place that creates the payment records which are then balanced and uploaded into the UC system and applied to the appropriate accounts.

For mail payments, the City currently utilizes Audio Tel Corporation Remit Plus software and remittance processing hardware. This includes check scanning capabilities which interpret MICR, OCR, Bar Codes, and handwritten amounts. It also creates electronic or paper deposits, a variety of reports, image archive files, and A/R upload files. Support is also provided for the endorsement and capture of digital images of the front and back of each document it processes.

5.4 Current Information Technology Systems Relevant to Project

This section of the RFP summarizes the information technology systems that are relevant to this CIS procurement.

5.4.1 Banner/Ellucian

The City currently utilizes the Banner family of products from Ellucian for our Finance and Human Resources departments. Banner provides a partially integrated environment for various applications which include Courts Management, Cashiering, Financial Management, and CIS. The database for Banner is an Oracle 11gR2 database in a Linux environment.

Financial transactions from UC and MC must be interfaced with Banner for use by the Finance department in the general ledger. The interface file required by Banner is a fixedlength field text file listing all financial transactions since the last interface. Any potential software Vendor must be able to provide financial transaction data for use by Banner.

5.4.2 GIS

The City uses ArcGIS Server to host its master asset for all City GIS data, aerials images as well as intranet sites (within City and Public Safety networks). The ArcGIS Server hosts a vast array of ArcSDE data that are edited by each department (Engineering, Planning, Metro Planning Office and City IT). The ArcGIS Server and its ArcSDE data is maintained and operated by Information Systems. The ability to effectively use spatial asset data is critical for agencies like the City that have geographically dispersed assets and customers. The City utilizes the ArcGIS software products from ESRI, Inc. A citywide GIS Section (within the City Information Systems) provides GIS server services (ArcSDE). The City has workstation licenses and installations (including ArcEditor, ArcInfo, and ArcView levels of licenses), as well as ArcServer services for the geodatabase and intranet web services.

The City has utilized the following ESRI GIS modules:

- ArcGIS – The workstation GIS software, which also serves as a thick client against a shared enterprise geodatabase.
- ArcGIS Server – ESRI's next-generation server-based technology for making GIS data (ArcSDE) available to all GIS users and robust GIS services available via the intranet.

The City GIS has implemented ArcGIS Server, all desktop users ArcView (basic), ArcEditor (Standard) and ArcInfo (advance) as well as ArcGIS Server is running version 10.0.

5.4.3 Describe the City Work Asset Management System

The City is currently implementing the City Works (CW) Asset Management System for Waste Water and Water Distribution. The City is currently using NTB as the consultant/implementer out of Dallas. This system is expected to be in production by Fall 2013. The proposed UC system will be required to interface with the asset's and work orders within CW application. The interface is required to have two-way communications between the two (2) systems. We are not currently able to document all the interface requirements because the system is still in design.

5.4.4 Document Management

The City currently uses LaserFiche as its records management solution for processing electronic records. We use this software solution to comply with the retention rules for records management in accordance with the Texas State Library. The proposed solution may be required to integrate with our existing imaging systems (LaserFiche and BIS),

Microsoft Office applications software, Gmail, printer queues, and scanners (primarily Fujitsu). Our primary records management solution has the ability to index, retrieve, and perform full text searches on the electronic documents that are stored in SQL2005 databases. This solution gives The City the ability to designate retention of documents and provide for complete destruction of these electronic documents.

5.4.5 Advance Public Safety

The City currently uses Advanced Public Safety (APS) for its electronic ticketing application. APS is currently integrated with our Police Records Management system and our MC systems. Our current Court system does not facilitate electronic signature from our handheld ticket writers, but we anticipate the proposed solution will accommodate them. Our current interface for electronic citations allow our City Prosecutor to individually evaluate each citation to verify violation code and fee before the citation is imported into the Court system.

6.0 Scope of Work

6.1 Commercial-Off-the-Shelf Software

The City intends to acquire a commercial-off-the-shelf (COTS) software package to satisfy the majority of its UC, MC System, and optionally FIS requirements. The City believes that the market for such products includes several readily available products that are marketed by reputable firms that can meet substantially all of these requirements without modification. These products are expected to provide sufficient flexibility and configuration capabilities that will allow the City to tailor the selected product to the specific working environment of the City.

The City believes that acquiring a COTS solution will provide many significant benefits including, software that is previously tested and deployed in the intended business environment, provides for periodic enhancement and improvements, remains compatible with evolving technologies and includes a program for maintenance and support. The City is not interested in acquiring software packages that are custom developed or represent first time or prototype solutions.

The successful Proposer is expected to have the development and support of COTS in the municipal court, water, and wastewater utility industries, and more specifically customer information and management processes, as a key part of its on-going business plan. Proposers should understand not only software development, implementation and support, but they should fully understand the business of utility operations such as the City.

The City's desire to utilize a COTS software solution has the following additional considerations:

- The selected CIS software must be a COTS solution and the proposed version has been successfully implemented in at least three (3) organizations similar in size, requirements, and function to the City.

- The CIS should be composed of a set of integrated modules supported by the Proposer. The City prefers to minimize the use of any third-party modules as part of the proposed solution.
- The use of custom software components will be acceptable only when COTS solutions modules are not available.
- The City prefers solutions that require no modification to base code, but that are highly configurable to meet the City needs and business environment.
- The City strongly prefers a web based CIS architecture. Another architecture (client-server, for example), may be considered, based on available technical strategies to minimize client-side performance and management overhead, such as compatible desktop virtualization solutions.
- The City presently uses Microsoft Windows Server 2003 as its network operating system platform. However, the City has future plans to migrate to Windows Server 2012. The present Utility Billing and Municipal Court CIS systems both run on IBM's AIX Unix (each on separate servers). The City's present finance system runs on Linux. Ideally, we would desire for the new proposed CIS systems to run either on the Linux or Windows Server (preferably 2012) operating systems on commodity Intel-based server hardware instead of an expensive proprietary Unix platform like AIX, Solaris, etc.
- The City currently has a limited portion of virtualized server and storage deployments in operation, with future plans to expand the use of virtualization in our data center. The proposed CIS solution should be capable of operating in a virtualized environment should the City desire to either implement initially on virtual platforms or migrate the CIS servers from physical to virtual machines at a future date.
- The City is standardizing on Microsoft Windows 7 as the client workstation operating system, but still has a significant number of Windows XP clients in operation. Any client-side workstation portions of the CIS software must be able to fully function in either Windows 7 or XP, and on either 32-bit or 64-bit versions of Windows 7. Support for accessing the CIS systems from a portable tablet device such as an Apple iPad or an Android-based tablet is not necessary, but would be considered very beneficial.
- The City requires any client desktop PC web browser-based access to the CIS systems to be browser-agnostic. Any CIS software's browser-based access must work equally well through any of these popular browsers: Microsoft Internet Explorer, Mozilla Firefox or Google Chrome.
- The City primarily uses Microsoft SQL Server 2005 thru 2008 and Oracle 11g as its database standards today and has staff expertise with these two databases; however, other enterprise-class database products will be considered.
- The City currently operates Cisco Unified Communications VoIP products for telephony service, including Call Center and Interactive Voice Response (IVR) products. Any software integration of the CIS applications and telephony services must be fully interoperable and compatible with the City's particular implementation of its Cisco VoIP-based phone system.

Proposers are expected to outline their corporate history and future direction in developing, implementing and supporting COTS software solutions for CIS environments and other systems in Appendix A, Section 1, Proposer Qualifications.

6.1.1 Customer Information System Software

6.1.1.1 Utility Collections

The desired CIS will provide a completely integrated software solution that enhances the day to day utility collections operations of the City, while increasing the levels of customer service with the following general capabilities:

- Increase billing and payment options, including additional rate capabilities and flexible due dates.
- Enhance customer care through expanded web enabled service options.
- Support faster resolution of customer issues through reporting tools that support a process of analyzing, investigating, prioritizing, resolving, and reporting results.
- Improve efficiency through automated workflow management, both in the office and in the field.
- Streamline business processes and workflow by eliminating duplication of effort.
- Increase access to information and standardization of services through integration with the City's Geographic Information System (GIS).
- Support the City's execution of asset management best practices.
- Support Bad Debt collection efforts.
- Archive and/or purge old data.
- Winter months averaging.
- Transfer of deposits.
- Ability to produce a single bill for customers with multiple accounts.
- Address verification process through GIS.

The specific system requirements are listed in Appendix B. Each proposal must include responses to each of the requirements in this section.

6.1.1.2 Municipal Court

The desired CIS will provide a completely integrated software solution that enhances the day to day MC operations of the City, while increasing the levels of customer service with the following general capabilities:

- The new system should include an offender centric data model;
- Ability to associate a single document with multiple cases based upon the offender;
- Ability to associate scanned images and other documents with multiple cases;
- Robust records management functionality including the ability to purge records that have exceeded their retention date;
- Ability to integrate with an automated ticket writing system to include electronic signatures from our handheld ticket writers;
- An integration with our current Records Management software solution (LaserFiche);
- Improved court scheduling;
- Decreased technical complexity associated with document generation.

The City, through this RFP, is seeking to gain an understanding of the options available in today's software market. It is anticipated, that a new system should provide a comprehensive solution for municipal court case management including

the input, tracking and accounting for all City citations and associated financial transactions. In the broadest terms, the City is seeking to identify potential systems that provide the following key functionality:

- The system should allow for the receipt of and entry of citations into the system via manual process or through integration to an automated ticket writer device or a combination of both with prosecutors approval.
- The system should provide a financial management function that allows for fines and fees to be assessed for each case and provide cashiering and point of sale functionality necessary for staff to effectively receive and account for payments.
- The system should provide the ability to generate a list of outstanding accounts for transfer to third party collection firms for delinquent claims processing.
- The system should be integrated to a comprehensive document management system that provides a mechanism to scan and associate external case documents with the case transaction in the CMS system.
- Once cases are entered, the system should also provide functionality that allows for the creation and scheduling of various types of court dockets and provides processes allowing for judgments to be applied to individual cases.
- The system should provide tools to identify citations and cases that are past due and allow for the generation and tracking of warrants.

The specific system requirements are listed in Appendix C. Each proposal must include responses to each of the requirements in this section.

6.2 Professional Services

The City expects to acquire a working CIS as a result of this procurement. Critical components of this acquisition include configuration and localization of the software, migration of reference data and asset data into the new software, required process reengineering, integration with required external systems, acceptance testing, and project management of these responsibilities and activities. These services should be delivered in accordance with industry standard practices.

6.2.1 Software Project Management

The successful Proposer is expected to name a Project Manager for the CIS project and that individual will be responsible for planning and executing all professional services provided by the successful Proposer. The City will provide a City Project Manager for the duration of the CIS implementation project. The successful Proposer's Project Manager will work closely with the City's Project Manager and other designated City representatives to ensure coordination of all project activities. All communications between the City and the successful Proposer shall be coordinated through their respective Project Managers. In addition, the successful Proposer is expected to name a senior manager as Executive Sponsor for the project. This individual shall provide executive oversight to the Proposer's work on this project, and resolve any issues that may arise that cannot be resolved through working with the designated Project Manager. The City will also designate an Executive Sponsor for the implementation. In the event that the Proposer's Project Manager is re-assigned, transferred, or otherwise taken off the project, the Vendor will facilitate a two (2)

day on site transition meeting with both the new Project Manager, existing Project Manager, and City staff.

The Proposer's Project Manager assigned to this project shall have, at the direction and with the approval of the City, the authority to make commitments and decisions that are binding on the successful Proposer and any subcontractors. The successful Proposer's Project Manager is considered to be a key project staff resource and the successful Proposer must secure the approval of the City prior to any change of Project Manager.

6.2.2 Confirmation of Fit

The successful Proposer is expected to review the details of the City's requirements for the CIS project, and to confirm their "fit" against the capabilities of the proposed solution. The Proposer will work with the City's implementation team during initial work planning to amend the scope as mutually deemed necessary to align the City's needs with the capabilities of the selected solution and proposed scope of implementation services.

6.2.3 Software Configuration and Localization Services

The successful Proposer is expected to provide a process for configuring the COTS software solution to the City's business requirements and environment. Proposers may propose their own approach to configuration services which may include confirmation of fit, requirements reviews, best practices reviews, project team workshops, gap analysis, prototyping, business process modeling, and software configuration management. Through the configuration process, the successful Proposer should assist the City to select configuration options that will meet the City's business requirements and industry best practices. The successful Proposer will incorporate into its transition plans the required configuration test and acceptance plans to ensure that all configuration options are properly loaded into the system.

6.2.4 Business Process Redesign

The City recognizes that some of its current business processes must be modified in order to take advantage of the new CIS solution, and therefore, to contribute to a successful implementation. The Proposer shall identify the minimum level of process redesign necessary for successful utilization of the proposed CIS solution, and shall provide professional services to work with the City and other City consultants to complete the required process redesign.

6.2.5 Installation Services

The successful Proposer is expected to install all components of its software solution on the computers available for this project. The installation should include all software needed to make its system fully functional on servers and workstations including laptops that may be used for field activities. The successful Proposer will be responsible for installing its software in both a test and a production environment. This installation shall include dual operations with the current CIS implementation during the data conversion, customization/localization, and testing phases of implementation.

The successful Proposer is expected to set up the appropriate security controls, backup and recovery processes, database tables, reporting software, data warehouse tools, database

replication processes, business intelligence tools, portal tools, on-line help files, and any other components necessary for production operation of the system. The successful Proposer is expected to provide an installation plan and conduct an appropriate installation test process (baseline and production) to ensure that all components are properly installed and ready for use. The successful Proposer is expected to work closely with the City IT to ensure that the City's standards for operations and security are followed.

6.2.6 Data Migration Services

The successful Proposer is expected to ensure the availability of necessary customer data, reference data and asset data within the new CIS system to support required activities at the time of move to production. Data migration may involve Extract, Transform, and Load (ETL) procedures to move data from the system of origin into the CIS or it may involve integration links to make the data transparently available to the CIS user. The successful Proposer will provide professional services and expertise to transform the extracted data from the current system, validate transformed data against configured tables in the target CIS application, and load the data into the new CIS database.

The successful Proposer is expected to provide documented, repeatable procedures (including source code and any necessary utilities) for all data migration activities.

6.2.7 Documentation

Complete product documentation should be provided by the successful Proposer for functional, technical and implementation aspects of the system. Documentation should include the successful Proposer's standard reference manuals (optionally, customized to reflect the City's configuration and business processes), training materials, systems administration manuals, and product technical specifications. The City prefers electronic versions of documentation for easy dissemination to end users provided they have the rights to reproduce and distribute the documentation internally for the City use only.

Another key aspect of effective documentation is project and implementation documentation using the project's artifacts. The Proposer should describe the proposed approach to managing and controlling project and implementation artifacts, including environments, data, change control and configured workflows and software application set up (configuration management).

6.2.8 Training Services

Training services are critical services that must be provided by the successful Proposer. The City is more interested in the effectiveness of the training provided than just the amount of training. The successful Proposer is expected to provide training services which include the development of a training plan, development of training materials based on the City's business processes and configurations, delivery of training services, testing of training effectiveness and re-training where necessary to ensure an effective use of the new CIS software.

The training plan must document an approach that validates that the City's employees are/are not prepared and ready to assume technical and functional responsibility for executing program responsibilities with the new CIS.

All training required for successful implementation and operation of the new system must be described in the Proposer's proposal. In general, the Proposer shall propose an approach that includes significant opportunity for knowledge transfer throughout implementation and enhanced system acceptance by the use and development of "power users" for each functional area. Power users will not deliver initial classroom training to end users, but will participate with the successful Proposer's staff in delivering classroom training. Power Users will be instrumental in small group pre-implementation training and post implementation support within their functional area and may provide training to other City staff following implementation.

Key factors in an effective training program are expected to include:

- The principal classroom instructors provided by the successful Proposer, or any subcontractor, have had previous formal classroom instructor training and relevant experience with the software and hardware.
- Instructors demonstrate a thorough knowledge of the material covered in the courses and familiarity with the training manuals, system documentation tools, and training aids used in the courses.
- When pre-recorded lectures or other video presentations are part of a training course, the instructor or a qualified substitute supplements the recorded material.
- The City has the right to video record all training sessions for its own use. These materials are valuable in refresher training and follow up training. All training aids, materials (both generic and City-specific), and recordings prepared to accomplish this service become the property of the City.
- The successful Proposer will prepare all training manuals and submit them (in Microsoft Word or similarly editable electronic form, and additionally, in hardcopy form at the City's discretion) to the City no less than ten (10) working days prior to the start of any classroom instruction.
- The training manuals are prepared specifically for use as training aids, reference, maintenance, and user's manuals.
- Principal documents used for training and reference are tailored to reflect the installed and as-configured CIS hardware, software, and user requirements. This must include a guide to any customization that will be required to support the system as participating software Vendors release updates to their software.
- Power User training will cover the entire system with in-depth sessions for each functional area.
- Power Users will be provided sufficient training so that they may fulfill their role as mentors and small session trainers during the implementation process.
- End user training will be focused on functional positions and workflow processes.
- All personnel comprising a specific functional position at a site or department will be trained on the system's use specific to their needs.
- Training will be provided for an IT System Administrator and back up who will be responsible for all system functions. The System Administrator will also be trained as a Power User. He or she will act as a user-side administrator (handling new users, security profiles, etc.) as well as a true system administrator (handling Windows, database, etc.).
- Training will be provided to technical staff that will be responsible for operations and maintenance of the CIS once it is installed. This training should be conducted prior to the initiation of system testing so that the technical staff may participate in the deployment of the system. Technical training should include all operations functions,

integration, security, backup and recovery, database recovery and restore processes, test environment creation and management, trouble shooting, maintenance updates and system performance tuning.

- Training should be provided in the use of all report and query functions for Power Users and Technical Users who will be creating and modifying reports.
- The City is interested in the delivery of training services that are an efficient use of employee time, but effective in the transfer of practical knowledge and the use of the new CIS in the City's environment. Proposers should describe their approach to developing a training plan, delivering the training, validating the training's effectiveness, and retraining services.

6.2.9 System Implementation Testing Services

Testing is an extremely important part of the CIS implementation services and is critical to maintaining the accuracy and integrity of the system. Best practices require that a formal test plan be developed which:

- Is documented in writing using test scripts
- Provides operational testing of the City's configured systems with converted data executing the City's "to be" business processes, including documentation of predicted test results and comparison to actual results
- Links requirements to test activities and maintains traceability
- Includes clear acceptance criteria.

The successful Proposer must develop, document, and execute a Test Plan during various phases of the implementation. The Proposer should describe in the proposal its specific test approach that has been effective in supporting the application system being proposed. The successful Proposer must provide test scripts to test the functionality of the proposed software. The successful Proposer must also recommend a division of responsibilities between its staff and the City staff for executing the test scenarios and how the results of each test are to be documented and communicated.

Testing must include validation of the following elements:

- Each software component of the proposed CIS solution is installed and is functioning on the designated City computer.
- Each systems integration component of the proposed CIS solution is installed and is functioning on the designated City computer, and that the required data transfers and event triggers work (as demonstrated through end-to-end data flows).
- Each element of required reference data and customer data is loaded into the CIS and is available for use.
- Each business process (for example, issuance and tracking of a Service Order) is supported in accordance with the requirements in this document. Scripts should test end-to-end flow of stated business processes.
- All configuration and localization activities have been completed successfully.
- All components of the proposed solution interoperate with one another including the server operating system software, client operating system software, database software, utilities, networks, field devices, printers, back up facilities and any other required hardware and software components.
- Systems administration functionality is in place, and all permissions and other configuration activities have been successfully completed.

- All training activities are evaluated to ensure that the City's personnel have received adequate training at a level sufficient to operate the new CIS in an effective manner.
- All Proposer-supplied documentation (including on-line help) is operational and accurately describes the operations of the new CIS systems (as configured for the City, if the successful Proposer is providing this optional documentation service). This includes functional documentation as well as operational, technical, and database documentation of the system.

The City will review the proposed test plan at least four (4) weeks prior to the scheduled beginning of testing, and will either accept the plan or indicate necessary changes to the testing. Acceptance testing of all aspects of the proposed solution must be successfully completed according to the agreed-upon test plan before the proposed solution is considered accepted.

The Proposer should describe its entire test plan, test execution, and acceptance approach. If the Proposer's approach differs materially from the above outline, but substantially conforms to the intent and rigor above, please provide an explanation.

6.2.10 Deployment

The successful Proposer will prepare a work plan for moving the proposed CIS into production, upon successful completion of all acceptance testing. This plan will include:

- Installation and validation of all elements of the system on production hardware specified by the City
- Access to all necessary data for issuance of the first production service activity and other tasks, including migration of reference data into the production implementation, access to meter data from the GIS, and all integrations with external systems such as the meter reading system,
- Monitoring of the production for at least two (2) months following "go live", to identify and remedy any shortcomings in the specified functionality due to the move to production.

6.2.11 Maintenance and Support

The City prefers to be self-reliant following full implementation, not dependent upon the successful Proposer's staff for routine application support and maintenance activities associated with supporting the CIS software solution. The proposal should describe the Proposer's approach to application support, end user help, and on-going maintenance services, including:

- Application updates (standard product releases)
- Enhancements and major application improvements (functional and technical)
- Problem resolution and escalation
- "Patch and fix" activity
- Help Desk
- User Groups

The City requires that the successful Proposer present a plan to prevent future upgrades of any component of the CIS solution from breaking the necessary integrations, and to minimize the effort required to modify the integrations to preserve their functionality.

The City requires that the successful Proposer recommend an approach for post-implementation support for twelve (12) months following start of production use of the full system. The proposal should also include all costs associated with this first year of support, plus a stipulated annual maintenance/support fee for the nine (9) years following the end of this support period.

6.3 Single Point of Contact

The successful Proposer is expected to serve as the prime contractor for this implementation. The City requires the CIS software provider to be the prime contractor, even if multiple firms collaborate to deliver the requested capabilities.

The prime contractor shall be the single point of contact for the City. Should Proposers find it necessary or desirable to include subcontractors in their proposal, it will be the successful Proposer's responsibility to serve as the single point of contact for the entire team for the duration of the project. Corporate background information on all subcontractors and resumes of subcontractor personnel should be included in the PRFs, attached as Appendix A, Section 1.

7.0 Integration Services

The new CIS both UC and MC systems solution must interact with several existing City computer systems. Key integrations are with the following information systems:

- The Geographic Information System (GIS) (See 7.1)
- Ellucian Banner Financials Integration (See 7.2)
- The City's Bill Print & Mailing external Vendor (See 7.3)
- City Works Asset Management (See 7.4)
- IVR & ACD (using Cisco VOIP products) (See 7.5)
- Electronic Document Management (See 7.6)
- Other ODBC databases (See 7.7)

The checklist of the functionality requirements for each of these integrations are described in the corresponding sections of the PRFs, attached as Appendix A, Section 5.

7.1 GIS Integration

The City has extensive GIS resources (described in Section 5.4.2) that are to be utilized to support the proposed CIS solution. The City's GIS must be integrated with the CIS so that data can be exchanged between these systems, via ArcSDE (ArcGIS Server 10.0). This should include at a minimum:

- Access within the CIS to view general GIS data in the vicinity of premises, addressing, including streets, land development, and utility infrastructure, parcel data which also includes home / land ownership.
- Access within the CIS to view and work with additional location identifiers, such as council districts, impervious cover and inside/outside city limits. Identifiers may be stored in the GIS or the CIS.

- Access within the CIS to view GIS data in the vicinity of premises, including jurisdiction and service availability for the location.
- Access within CIS to Address Master Files in GIS for street name and service address validation.
- Support by GIS for routing and location finding as provided within the proposed CIS solution. The City maintains their own street network which is used by our Sanitation department for routing.
- Access within CIS to meter data and associated infrastructure as maintained within the GIS.
- Updates to GIS as part of new premise creation, meter installation, and other actions managed through the CIS.

The successful Proposer will be responsible for integrating its application with the ESRI GIS currently installed at the City. The successful Proposer shall use standard ESRI GIS integration protocols wherever possible.

Master Address Index: City's GIS also contains a common Master Address point feature class for official addresses in the City.

All CIS functions that accept address information for updating CIS files should validate the data entry using the City's address data. Addresses that fail to match will be rejected. An override process should be provided for temporary addresses (i.e. construction meters, hydrants, irrigation meters, etc.) that are not in the City's Master Address data, in order to (A) pass these to the Addressing Technician for official address assignment, and (B) replace the temporary address with an official, permanent one.

The standard address record layout at the City is parsed into multiple fields. The address layout includes:

Standard Name	Field	Field Label	Data Type	Size	Definition
ADDR_NUMBER		Address Number	Long Integer		Address number of structure
ADDR_UNIT		Unit	String	12	Address unit number
RD_PREFIX		Prefix Directional	String	2	Road name prefix direction
RD_NAME		Road Name	String	60	Road name
RD_TYPE		Road Type	String	6	Road type
RD_SUFFIX		Road Suffix	String	2	Road post-directional
CITY		City	String	35	City (incorporated city code)
POSTAL_COMM		Postal Community	String	35	Postal Community

ZIP	Zip Code	Long Integer		9-Digit zip code
COUNTY	County	String	35	County-level Jurisdiction (Wichita)

7.2 EllucianBanner Financials Integration

The City utilizes the Banner of financial management applications, from Ellucian. Additional details are provided in Section 5.4.1. This application resides on the City's Servers located in the City's Data Center. The successful Proposer will be responsible for designing and developing integration capabilities for all financial transactions generated in the CIS that are to be posted at a detail or summary level to the appropriate accounts in the City's Banner financial applications.

All integration of financial transactions must be in accordance with the City's Chart of Accounts, and specifically the account structure utilized by the City for billed revenue, cash, connection fees, late fees, refunds, write offs, etc. The successful Proposer will also be responsible for developing integration capabilities for all transactions posted directly into the Banner financial applications that impact an individual City utilities account.

The successful Proposer should use, wherever practical and to the extent possible, standard ODBC communication protocol. The successful Proposer should also provide standard control and audit reports that support the reconciliation of all transactions exchanged between the new CIS and the Banner financial applications.

7.3 Bill Print & Mailing

The City contracts with an external supplier for bill printing and mailing. The CIS will need to generate billing files for transmittal to the bill print contractor using an FTP site, or direct delivery of digital media to the contractor.

7.4 City Works

See section 5.4.3

7.5 IVR & ACD

The City currently is interested in implementing an IVR using Cisco's IVR product. The City currently uses UCCX8.5. This includes Call Center, IVR, Call Queuing, (Live CC Dashboard) Call Detail reporting on demand, and Call Trace on demand. The CIS will need to integrate with the selected IVR and the ACD to support Call Center functionality including the following:

- Screen Popping (i.e. presenting the customer's account data on the screen of the selected representative by the time the call is connected)
- Account Inquiry
- Account Payment

➤ **Payment Arrangement**

The Proposer should provide their experience integrating the proposed CIS with Cisco telephony systems as described above. Describe the functionality of those integrations.

7.6 Document Management

See section 5.4.4

7.7 Other ODBC Databases

The City is using a number of individual Microsoft Access databases and Microsoft Excel spreadsheets, for which data needs to be periodically uploaded to or downloaded from the CIS in batches. The CIS must have the capability to accommodate these ad hoc needs.

Additionally, it is the City's desire to continue ongoing integration efforts among systems, including a proposed Enterprise Data Repository. The proposed CIS solution will be expected to (A) connect to other systems using ODBC technology, and (B) be open to connection from other systems, also using ODBC.

8.0 Requirements

8.1 Definition of Requirements

The detailed CIS requirements are formatted in the PRFs, attached as Appendix A,B, and C, to facilitate Proposer responses and to maintain traceability of each of these requirements through the implementation. The selected system's ability to satisfy these requirements will be one aspect of the City's final system acceptance test. It is assumed that requirements, and the mutual understanding of those requirements, may change during implementation. Changes to requirements are valid and will be used for system acceptance only if the changes are managed and documented by the CIS project's Scope Change Control process with formal (written) sign off by authorized City staff.

8.1.1 Classification of Requirements

The following notations and abbreviations are used to classify the City's requirements:

- **Functional Requirements:** What the CIS is expected to perform.
- **Implementation Requirements:** Specific responsibilities the successful Proposer must assume and execute during project implementation, including:
 - ❖ Software Project Management
 - ❖ Installation
 - ❖ Data Migration
 - ❖ Documentation
 - ❖ Training
 - ❖ Testing
 - ❖ Cut Over and Go Live
 - ❖ Maintenance Support

❖ Integration

8.1.2 Proposer Response to Requirements

The PRFs lists the detailed requirements for the requested CIS solution. The Proposer should utilize this form to provide responses to each of the listed requirements. The matrix in the PRFs provides room for the following responses for each of the requirements:

- Meets without modification
- Requires modification to standard package(s)
- Requires custom application development
- Can be accomplished in an alternative way
- Not Applicable (NOTE: This will be appropriate in only a few requirements, when it is explicitly stated that the requirement may not be applicable. e.g. a requirement that applies to hosted Web applications, if the Proposer is not including such a service in their proposed solution.)
- In the designated area of the Cost Form, Proposers should provide a cost for and description of modifications, customizations or alternatives they have proposed. The City strongly desires that this be provided for all requirements that are ranked "Critical".

For each such description, please reference the requirement number contained in the first column of the requirements checklist.

8.2 Requirements Checklist

The PRFs, attached as Appendix A, B, and C provides a checklist of the requirements identified for the requested CIS solution. The requirements have been organized based on the categories defined in Section 8.1.1 and will become the primary mechanism for Proposers to systematically explain how their proposed solution satisfies each requirement, and for the selection team at the City to compare responses.

For brevity a number of abbreviations are used in these tables. Please refer to Appendix E in this RFP for a glossary and definitions of acronyms.

9.0 Optional Systems

This Section provides the minimum set of requirements for the optional systems introduced in Section 2.2.1. The successful CIS Proposer will be given an opportunity to negotiate separate contract for a FIS. Proposers must submit proposals for the optional systems, to be given the opportunity to enter into contract negotiations with the City for the optional system(s) being proposed.

The Proposer shall describe its approach and capabilities of the proposed solution to provide the software licenses and implementation services in this section. These are not part of the core functionality to be delivered by the successful CIS Proposer. However, they are optional services that might become required during or immediately following implementation of the new CIS solution. The Proposer shall describe its approach and the

capabilities of its proposed solution to provide the following services, should the City decide that they are needed. Proposer should include a custom FIS Response form in Appendix D.

9.1 Financial Information System (FIS)

The City's current FIS is provided through a series of modules of the Ellucian Banner software package described in Section 5.4.1 and 7.2. It is the desire of the City to consider replacing this FIS functionality as an optional part of the CIS procurement, due to the close integration of the two systems based on processing of customer billing and payment management. More than likely, a FIS system replacement will follow the successful implementation of the UC and MC systems.

9.1.1 Expected Utilization of FIS within the City

The City expects to substitute utilization of the proposed FIS product for the current Ellucian Banner financial modules as described in Section 5.4.1 and 7.2.

The new FIS must include capabilities equivalent to the following Banner products:

- Current Banner FIS Modules
- Accounts Payable
- Accounts Receivable
- Budget
- Fixed Assets
- General Ledger
- Inventory
- Payroll / Time Entry
- Project Accounting
- Purchasing
- HR/Personnel
- Employee Self Help Module
- Applicant Tracking

9.1.2 FIS Functional Requirements

The PRF provides a checklist for the FIS Functional requirements. The Proposers should use the PRF to explain how their proposed solution satisfies each requirement.

9.1.3 FIS Implementation Requirements

The City expects to acquire a working FIS as a result of this procurement, should the City accept the optional elements of the proposed solution. Critical components of this acquisition include configuration and localization of the software, migration of reference data and asset data into the new software, required process reengineering, integration with required external systems, acceptance testing, and project management of these responsibilities and activities. These services should be delivered in accordance with industry standard practices. The successful Proposer for the optional FIS is required to provide professional services comparable to those required for the CIS solution, as defined in Section 6.2.

10.0 Proposal Evaluation/Selection Process

The City has attempted to provide Proposers with a comprehensive statement of requirements throughout this RFP for the CIS. Proposers are requested to provide written proposals that respond to these requirements in the format provided in the PRF. Proposers are to make written proposals which present the Proposer's qualifications and understanding of the work to be performed. Proposers are asked to address each evaluation criteria and to be specific in presenting their qualifications. Proposals should be as thorough and detailed as possible so that the City may properly evaluate the Proposer's capabilities to provide the required services.

Selection will be made of two (2) or more Proposers deemed to be fully qualified and best suited among those submitting proposals. Demonstrations and possible site visits will be conducted for the Proposers so selected. Negotiations shall then be conducted with each of the Proposers so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Proposer so selected, the City shall select the Proposer which, in its opinion, has made the proposal that is most beneficial to the City, and shall award the Contract to that Proposer. Should the City determine in writing and in its sole discretion that only one Proposer is fully qualified or that one Proposer is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Proposer. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Proposer's proposal as negotiated.

In packaging the Proposer's response to this RFP, each optional service shall be described and priced separately from the CIS solution, and independently from one another. It is the City's intention to consider selecting or not selecting the optional services and systems in addition to the requested CIS solution.

10.1 Evaluation Criteria

The City has established specific, weighted criteria for selection. This section presents the evaluation criteria, their description, and the relative weight assigned to each.

10.1.1 Functional Requirements – 35%

The City will evaluate each Proposer's responses to the requirements contained in Section 8.0 in the following areas:

- Extent to which the proposed software meets the RFP's functional requirements
- Compliance with the RFP's technical requirements
- Extent of modifications required to meet requirements

10.1.2 Implementation Services – 10%

The City will evaluate each Proposer's proposed implementation services, including the following elements:

- Project Approach
- Project Plan and Schedule
- Project Manager (include resume)

- Project Team (include resumes)
- Integration
- Support for the City objectives

10.1.3 Product Usability – 25%

Each Proposer's proposed software will be evaluated for usability, including the following components:

- Ease of Use
- Ease of Learning
- Workflow Support
- Reporting
- Fit with the City Business Processes

10.1.4 Corporate Strength and Commitment – 10%

The City desires to partner with an organization that is committed to the water/wastewater utility and Municipal Court CIS market and the long term support of the proposed product, as demonstrated by the following evaluation elements:

- Investment (in product R&D, staff development, user group, industry activities)
- Installations (number, size)
- Product depth and breadth
- Longevity
- Financial stability
- References
- Past project cost performance
- Past project schedule performance

10.1.5 Price – 20%

The City will evaluate price as an important, but not overriding, factor, considering the following components:

- Initial cost
 - ❖ Software
 - ❖ Implementation, including consulting and training
 - ❖ Maintenance
 - ❖ Infrastructure
- 10 Year lifecycle cost
- Modification costs

These costs will be adjusted to cover anticipated additional technical support costs that the City might incur based on each individual Proposer's proposed solution, for example, the need to hire a full time DBA.

10.2 Proposal Evaluation Process

Each Proposer-submitted proposal will be reviewed, evaluated, and scored as part of the formal selection process. The Proposer's proposal will be a substantial part of the decision process to select a Proposer. Each proposal will be reviewed independently based solely on

the merits of the proposal. The proposals will then be scored and a short list of Proposers will be selected for additional evaluation, Proposer presentations, demonstrations, and reference checks. It is anticipated that no more than four (4) Proposers and no less than two (2) Proposers will be short listed.

10.3 Short List Evaluation

After the initial review, assessment and scoring of all Proposers' proposals, the City will create a short list of Proposers consisting of from two to four (2-4) of the Proposers. The City will conduct a more in-depth review and evaluation of the Proposers selected for the short list.

10.3.1 Proposer Presentations

Each Proposer selected for the short list will be asked to provide a presentation of its proposal. The Proposer presentation should include the following:

- Corporate Background, History and Commitment to COTS solutions for CIS pre-treatment
- Product architecture, design, functionality, flexibility and future directions
- Discussion of Proposer's ability to meet requirements
- Discussion of the proposed implementation project including software project management, configuration, installation, data migration, documentation, training, testing, deployment, and continuing support
- Discussion of how the Proposer's product can improve the operations of the City's impacted business processes.
- Additional comments and information that the Proposer deems important to its proposal
- The City questions/Proposer answers

Each presentation will last no more than ninety (90) minutes and will be followed by a question and answer session. The City's questions will include open issues, clarifications, or deficiencies in the Proposer's proposal.

10.3.2 Proposer Demonstrations

The City intends to provide each short listed Proposer with an opportunity to demonstrate its product. The demonstration will immediately follow the Proposer's presentation and will last approximately six (6) hours. The City will provide an appropriate demonstration room with access to a large screen and projection unit. The Proposer shall provide all hardware, software, and sample data required to conduct the demonstration. Proposers requiring Internet access for their demonstrations should advise the City of their requirements at the time they are notified of the demonstration.

No Proposer shall be allowed direct access to City data or other computer resources at any time during the short list procedure, with the exception of Internet access if requested in advance.

During the demonstration, the Proposer will be given an opportunity to demonstrate any additional features that they feel would be beneficial to the City.

10.3.3 Reference Checks

The City intends to conduct reference checks of existing Utility and Municipal Court clients of the short listed Proposers. These calls will be designed to validate the Proposer's performance on prior projects, ascertain the difference (if any) between expectations and delivery, and determine overall satisfaction with the Proposer's products and services.

Each Proposer is expected to provide three (3) references of previous projects. The Proposer should attempt to provide references as close to the City's size and complexity as possible. All three (3) references must be installed and fully operational.

The Proposer should provide the reference contact information as part Appendix A, Section 3.

10.3.4 Site Visits

The City may, at its option, decide to conduct a site visit of one (1) or more of the Proposer's reference sites. It is therefore desirable that the Proposer include one (1) or more references for the north central Texas region. The City will notify the Proposer of its decision to conduct a site visit, but will make arrangements directly with the reference site and may conduct the visit without the Proposer's presence.

10.4 Proposer Personnel Evaluation

The Proposer should propose a project team in Appendix A, Section 7.0 of the PRF. The Proposer should identify the Project Manager that is proposed for the implementation at the City. This individual must attend and participate in the Proposer's presentation and demonstration. A key element in the evaluation will be the skills and experience of the Proposer's proposed Project Manager. At least two (2) of the Proposer's references should be familiar with the proposed Project Manager's work on their installations.

10.5 Price Evaluation

The Proposer will be evaluated on its price as submitted in the Price Proposal Forms described in Appendix A Section 4. Price will be evaluated on both an initial cost for the full implementation and on a 10 year lifecycle cost basis. The Proposer will also be evaluated on its response to the Terms and Conditions contained in Section 4.0 of the RFP.

11.0 Pricing

The City has placed a great deal of emphasis on the importance of meeting the requirements as stated in the RFP. However, the City is also keenly focused on conducting a competitive procurement which results in the best value to the City. It is the proper blending of functionality and price that will yield the best value. It is important that the Proposer's responses clearly identify all costs associated with the acquisition and implementation of the COTS CIS. This section includes a discussion of the key cost elements that will make up the Proposer's proposed price.

11.1 COTS Solution

The Proposer should very clearly identify the proposed price for its COTS solution software. The Proposer should clearly identify the price of its core application, plus the prices of any additional add-on modules supplied by the Proposer. Modules which are optional should be clearly marked as optional. The Price Schedule in Appendix A, Section 4 provides a column for optional products and services.

11.1.1 License Fees

Prices may be quoted as license fees for the entire enterprise (site license) or they may be quoted as a per seat license fee. If a per-seat licensing formula is used, the Proposer should assume that there will be fifty (50) named users and a maximum of thirty (30) concurrent users of the system at implementation, with an expected user growth rate of ten percent (10%) per year subsequently. The Proposer should carefully explain all available licensing options to the City in Appendix A, Section 4 of the PRF. The license fee shall include support and maintenance through the City's first year of production usage of the proposed software implementation. The Proposer will provide maintenance and support cost for all third party software provided with the Proposer's CIS application.

11.1.2 Maintenance and Additional Licensing Fees

The City is interested in acquiring a COTS solution that incorporates a program of maintenance services including help desk support, problem resolution, fixes and patches and regular releases of enhancements and product improvements. The Proposer should state the pricing for such maintenance services for the first ten (ten) years following the beginning of the City's production usage of the proposed software. The Proposer should describe any options or premium services available for this maintenance service, e.g. 24x7 help desk, etc.

The City anticipates increasing usage of the proposed CIS solution components over time, as the City continues to grow. The Proposer shall indicate the cost of any additional licenses added to the installation, including any price break points, e.g. if there is a discount for any additional licenses after the first ten (10) additional licenses. The Proposer shall also indicate the number of years for which these prices are good.

11.2 Hardware and Network Infrastructure

The City intends to acquire all necessary servers, desktops, laptops and network equipment for this project under separate procurement. If the Proposer's solution requires any specialized equipment such as scanners, bar code readers, label printers, PDAs, etc., the costs of these devices should be included in the Proposer's proposal. The Proposer should clearly indicate how many of each special device is included in its proposal.

11.3 System Support Software

The Proposer should clearly specify the cost of any system software required to operate its COTS solution in a production environment beyond that already in place at the City. This would include any licenses for databases, system utilities, reporting tools, data warehouses,

decision support tools, enterprise application integration (EAI), and portals. The price should not include the operating systems, standard utilities or office applications required for the servers, desktops or laptops.

11.4 Implementation Services

In order to provide for a valid competitive comparison of Proposer proposals, it is important that each Proposer provide specific details on what is included and what is excluded from its price for implementation services.

Pricing for implementation services is divided into the following sections:

- PM and Project Planning Development
- Installation and Configuration
- Data Conversion
- Training
- Pre-Production Testing and Acceptance
- Go-Live Support

The Proposer should specify what services they are providing, the number of staff hours by labor category included in its price and the total cost of the proposed services. All prices should be fully loaded costs and travel costs should be identified if Proposer personnel will not be local.

11.5 Modification Costs

It is the intention of the City to purchase a COTS solution that does not require modification if at all possible. However, Proposers are provided the option of indicating an additional cost to comply with any of the functional requirements listed in the requirements matrix. If a Proposer indicates a cost to modify its solution, such modifications should not adversely impact the City maintenance service or the City's ability to apply future upgrades. Modifications will only be considered by the City if they can be isolated from the Proposer's standard code.

Appendix A – Proposer Response Forms

1.0 Proposers Qualification

2.0 Company background in local government

3.0 References (3)

Reference 1:

Reference name:		
Address:	Population:	
Contact Person/Title:	Telephone:	
Implementation Complete Date:	Modules purchased / installed:	
Departments implemented:	Software Integrated:	
Number of current users:		

Reference 2:

Reference name:		
Address:	Population:	
Contact Person/Title:	Telephone:	
Implementation Complete Date:	Modules purchased / installed:	
Departments implemented:	Software Integrated:	
Number of current users:		

Reference 3:

Reference name:		
Address:	Population:	

Contact Person/Title:	Telephone:	
Implementation Complete Date:	Modules purchased / installed:	
Departments implemented:	Software Integrated:	
Number of current users:		

4.0 Pricing Schedule

Part 1: Utility Collection Cost (Non-Labor)

Description	Dollars	Annual Maintenance	Comments
Software License Cost			
Additional (3rd Party) Software License Cost			
Expenses Cost (Travel, Lodging)			
Sub-consultant 1 Cost			
Sub-consultant 2 Cost			
Other Cost 1 (provide descriptions)			
Other Cost 2 (provide descriptions)			
Other Cost 3 (provide descriptions)			
Total Cost:			

Cost of Annual Maintenance of ten (10) years:

Part 2: Utility Collections Initial Cost (Labor)

Task	Hours	Dollars	Comments
PM and Project Planning Development			
Installation and Configuration			
Data Conversion			
Training			
Pre-Production Testing and Acceptance			
Go-Live Support			
Other			
Total:			

Part 3: Municipal Court Cost (Non-Labor)

Description	Dollars	Annual Maintenance	Comments
Software License Cost			
Additional (3rd Party) Software License Cost			
Expenses Cost (Travel, Lodging)			
Sub-consultant 1 Cost			
Sub-consultant 2 Cost			

Other Cost 1 (provide descriptions)			
Other Cost 2 (provide descriptions)			
Other Cost 3 (provide descriptions)			
Total Cost:			

Cost of Annual Maintenance of ten (10) years:

Part 4: Municipal Court Initial Cost (Labor)

Task	Hours	Dollars	Comments
PM and Project Planning Development			
Installation and Configuration			
Data Conversion			
Training			
Pre-Production Testing and Acceptance			
Go-Live Support			
Other			
Total:			

Part 5: Optional Financial Information System Cost (Non-Labor)

Description	Dollars	Annual Maintenance	Comments
Software License Cost			

Additional (3rd Party) Software License Cost			
Expenses Cost (Travel, Lodging)			
Sub-consultant 1 Cost			
Sub-consultant 2 Cost			
Other Cost 1			
Other Cost 2			
Other Cost 3			
Total Cost:			

Cost of Annual Maintenance of ten (10) years:

Part 6: Optional Financial Information System Cost (Labor)

Task	Hours	Dollars	Comments
PM and Project Planning Development			
Installation and Configuration			
Data Conversion			
Training			
Pre-Production Testing			
Go-Live Support			

Other			
Total:			

5.0 Integration Services

Describe proposed integration with the City's current Information System.

5.1 The Geographic Information System (GIS) (See 7.1)

5.2 Ellucian Banner Financials Integration (See 7.2)

5.3 The City's Bill Print & Mailing external Vendor (See 7.3)

5.4 City Works Asset Management (See 7.4)

5.5 IVR & ACD (using Cisco VOIP products) (See 7.5)

5.6 Electronic Document Management (See 7.6)

5.7 Other ODBC databases (See 7.7)

6.0 Classification of Requirements (see section 8.1.1)

Describe classification of requirement for Utility Collection (part1), Municipal Court (part 2), and Optional Financial Information Systems (part 3).

6.1 Functional Requirements

What the CIS is expected to perform.

6.2 Implementation Requirement

Describe and document specific responsibilities the successful Proposer must assume and execute during project implementation including but not limited to:

- Software Project Management
- Installation
- Data Migration
- Documentation
- Training
- Testing
- Cut Over and Go Live
- Maintenance Support
- Integration

7.0 Proposed Project Team Resumes

Provide resume for each proposed project team member.

Appendix B - Utility Collections Response Form

ADMINISTRATIVE SYSTEMS REQUIREMENTS		VENDOR RESPONSE
Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		
UTILITY MANAGEMENT		
System Features		
Customer Services		
1.	Provide the ability to identify customers new to the utility's system based on user defined criteria (i.e., ALL, particular area, service type, date range cycle/book, etc.).	
2.	Provide the ability to identify customers who have moved within the utility's system based on user defined criteria (refer to #1).	
3.	Provide the ability to identify customers who have moved from the utility's system based on user defined criteria (refer to #1).	
4.	Provide the ability to identify type of customer account (financial institution, type business, residential, etc.) from user defined table.	
5.	Provide the ability to maintain owner information on premises independent from tenant data.	
6.	Provide the ability to identify all premises for which a customer is being billed for services.	
7.	Provide the ability to move customer history from old premise to new premise.	
8.	Provide the ability to accept tap fees when the application for service is taken.	
9.	Provide the ability to accept deposits when the application for service is taken.	
10.	Provide the ability to bill deposit in user defined number of installments.	
11.	Provide the ability to assign deposit status codes to reflect the status of the deposit (i.e., not billed, billed, paid in full, partial paid, etc.).	
12.	Provide the ability to require and track multiple deposits per account.	
13.	Provide the ability to indicate accounts exempt from deposit and the reason of the exemption.	
14.	Provide the ability to establish a temporary service account without requiring a deposit based on user defined parameters.	
15.	Provide the ability to designate an account as confidential and exclude certain information from access by unauthorized persons and from new service listings.	
16.	Provide the ability to identify customers that have filed bankruptcy and the date of filing.	
17.	Provide the ability to designate accounts as tax exempt.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
Customer Services		
18.	Provide the ability to identify accounts that are tax exempt.	
19.	Provide the ability to automatically remove tax exempt status when the customer status becomes inactive.	
20.	Provide the ability to inquire and access all data for an account, including location, services, customer, services orders, meters, taps, accounts receivable, notes, complaints, payment arrangements, and credit history from a single inquiry.	
21.	Provide the ability to access each account by account number, customer number, location, social security number, phone number, meter number, partial name, service address, and driver's license number.	
22.	Provide the ability to associate notes (minimum of 240 characters) with an account.	
23.	Provide the ability to associate notes with a customer.	
24.	Provide the ability to associate notes with the premises.	
25.	Provide the ability to associate notes with a service order.	
26.	Provide the ability to identify the author of a note and the date/time created.	
27.	Provide the ability to review notes by subject matter or topic.	
28.	Provide the ability to selectively purge notes based upon user parameters.	
29.	Provide the ability to maintain for each account an overall history i.e., late payments, delinquency notices, NSF checks, meter tampering, disconnects for non-pay, etc.	
30.	Provide the ability to automatically send copies of bills and/or selected notices to third parties.	
31.	Provide the ability to link non-related accounts for the purpose of generating a single bill to a master account.	
32.	Provide the ability to link non-related accounts for the purpose of generating a recap statement of the detailed bills to a master account.	
33.	Provide the ability for customer access to information through phone inquiry, i.e. balance due, due date, date of last payment, etc. without clerical intervention.	
34.	Provide the ability for customer access to information through web interface inquiry, i.e. balance due, due date, date of last payment, etc. without clerical intervention.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
System Features		
Meters and Meter Reading		
1.	Provide the ability to extract and download routes to 3rd party meter reading system (refer to System Interface item #2).	
2.	Provide the ability to upload and update data from meter readings captured in hand held device.	
3.	Provide the ability to test for high/low consumption using user defined variances during meter reading entry.	
4.	Provide the ability to identify and report usage on inactive, idle, and cut-off meters.	
5.	Provide the ability to track the number of consecutive times that a meter reading is estimated.	
6.	Provide the ability to automatically generate a "read" service order when a meter has been estimated a user defined consecutive number of times.	
7.	Provide the ability to allow the user to manually calculate and enter estimated meter readings.	
8.	Provide the ability to allow the user to enter consumption amounts which do not equal the difference between the previous and current meter readings.	
9.	Provide the ability to adjust a meter reading without overriding an original or billed reading.	
10.	Provide the ability to estimate consumption based upon a weighted average of user selected prior billing periods.	
11.	Provide the ability to flag an account as no-read or no-bill.	
12.	Provide the ability to convert usages stated in gallon or barrel readings to consumptions (CCF).	
13.	Provide the ability to accommodate compound, deduct, and subtractive metering.	
14.	Provide the ability to make consumption adjustments without changing the amount actually used.	
15.	Provide the ability to maintain both actual and billed consumptions.	
16.	Provide the ability to process positive or negative consumption adjustments with audit trail.	
17.	Provide the ability to calculate usage based upon the sum of the usage of two or more meters with multiple readings on each meter.	
18.	Provide the ability to process multiple register meters.	
19.	Provide the ability to calculate usage based upon the difference between the usage for one meter and the sum of the usage for two or more meters, each meter billed to a different account.	
20.	Provide the ability to automatically generate service orders based upon trouble codes reported by meter readers.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
Meters and Meter Reading		
21.	Provide the ability to resequence an account or a reading route with minimal data entry requirements.	
22.	Provide the ability to maintain a record of all set meters.	
23.	Provide the ability to maintain meter records including meter location and reading history.	
24.	Provide the ability to identify the type of meter.	
25.	Provide the ability to create a monthly schedule for meter readings, billings, cutoffs, and late fees based upon user defined criteria and automatically adjusting for weekends and holidays.	
ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
System Features		
Line Spotting		
1.	Provide the ability to retain information regarding calls to various utilities (i.e., telephone, electric, gas, cable...) for purposes of digging water/sewer lines in an area. Information should include, but is not limited to, address, utility called, time, date, contact person, remarks, log number if applicable, requesting employee and unit and related service order number.	
ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
System Features		
Code Enforcement		
1.	Provide the ability to retain information regarding vacant lots/houses for code enforcement regulation. This information should include, but is not limited to, the tax identification number, census tract and block number, code enforcement officer ID and a vacancy status.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
Code Enforcement		
2.	Provide the ability to track accounts that have become inactive to the Utility Management System.	
3.	Provide the ability to access the vacant lot/houses information by code enforcement officer ID.	
4.	Provide the ability to access the vacant lot/houses information by tax identification number and census tract and block number.	
ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
System Features		
Backflow		
1.	Provide the ability to retain information regarding backflow devices. This information should include, but not be limited to, serial number, manufacturer, model number, device size and type, installed address and location, permit number and date, testing date and results, tester, etc.	
2.	Provide the ability to retain backflow testing results. The information should include, but not be limited to, indicators for valve 1, valve 2 and differential pressure relief valve to denote, upon inspection, if the valve(s) leaked or closed tight, if it had to be cleaned, if various parts had to be replaced, testing personnel, repair personnel, initial testing date, final testing date, comment, etc.	
3.	Provide the ability to access testing results by account number.	
4.	Provide the ability to access testing results by meter number.	
5.	Provide the ability to retain and access a file of certified device testers. The information should include, but not be limited to, name, company name, address, telephone number, certification date, and type of certification.	
6.	Provide the ability to notify certified testers of renewal dates.	
7.	Provide the ability to retain a file of businesses with certified testers. The information should include, but not be limited to, the business name and type of certification.	
8.	Provide the ability to send maintenance notices to the homeowner using a user defined time frame.	
9.	Provide the ability to send follow up notices to the homeowner if the device is not tested within a user defined period of time.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
Sewer		
1.	Provide the ability to retain information regarding the maintenance performed on sewer lines.	
2.	Provide the ability to retain information regarding smoke test results performed on sewer lines.	
3.	Provide the ability to retain information regarding various priority sewer problems (i.e., stop ups, leaks, etc.).	
4.	Provide the ability to be notified of routine maintenance/testing of sewer lines.	
System Features		
Sanitation		
1.	Provide the ability to have sanitation route controls to route all customer pickups for sanitation drivers.	
2.	Provide the ability to store and track all commercial sanitation containers by serial number, container size and frequency of pickup.	
3.	Provide the ability to store and track all residential sanitation containers by serial number, container size and frequency of pickup.	
4.	Provide the ability to prevent the duplication sanitation container serial numbers at different locations.	
5.	Provide the ability to access all maintenance to containers.	
6.	Provide the ability to maintain records of licensing fees and renewal dates on all commercial sanitation services.	
7.	Provide the ability to control special sanitation accounts to bill on the first of the month for last month's usage of the transfer station and landfill.	
8.	Provide the ability to notify Sanitation when the status of an account changes.	
System Features		
Other		
1.	Provide information on any related Utility Management module(s) of your system, which have not been specified, that you feel would be beneficial to our organization.	

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UTILITY MANAGEMENT		
System Features		
Service Orders		
1.	Provide the ability to direct work/service orders to a specific printer.	
2.	Provide the ability to generate work/service orders from any work center (i.e. Utility Collections, Sewer, Sanitation, Transfer Station, Landfill, Water Distribution, Inspections, etc.) utilizing the Utility Management System with the proper authority clearance.	
3	Provide the ability to identify work/service orders generated from the various work centers.	
4.	Provide the ability to designate selective viewing of the work/service orders.	
5.	Provide the ability to automatically assign sequential work/service order numbers by work center.	
6.	Provide the ability to assign work crews and equipment to service orders	
7.	Provide the ability to schedule work/service orders based upon assigned crew and equipment availability.	
8.	Provide the ability to perform the following service orders: <ul style="list-style-type: none"> • Establish a new location with inactive meters • Establish a new location with a new customer • Establish a new customer at an existing location • Transfer an existing customer to a new location • Transfer an existing customer to an existing location • Final a customer from a location • Final a meter at a location • Set a meter at a location • Pull a meter at a location • Connect a meter at a location • Final and pull services at a location • Change out a meter and bill for consumptions on both meters • Change the meter's dial without having to change the meter serial number and bill for consumptions on both dials 	
9.	Provide the ability to automatically generate a service order for turn-on's and installs as a result of processing an application for service based upon user criteria.	
10.	Provide the ability to automatically generate service orders for turn-on's when payment is received for an account which has been cut off for non-payment.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
Service Orders		
11.	Provide the ability to cancel a final service order after completion of final service order but before the final bill is produced and reestablish service for that customer without interruption of service history or charging a connect fee.	
12.	Provide the ability to generate work/service orders on temporary service accounts over a user defined time frame.	
13.	Provide the ability to automatically generate "read only" orders when meter reading fails the high/low tests.	
14.	Provide the ability to automatically schedule preventive maintenance and inspection work orders based upon a user defined time interval.	
15.	Provide the ability to automatically generate work order to change out or calibrate meters based on user defined time interval and size of meters.	
16.	Provide the ability to edit meter number without generating an order.	
17.	Provide the ability to generate standard instructions to field personnel.	
18.	Provide the ability to generate service orders based upon user defined criteria.	
19.	Provide the ability to print duplicate copies of service orders.	
20.	Provide the ability to assign additional crews and equipment to a service order without closing out the service order.	
21.	Provide the ability to override or update the standard fee attached to a service order.	
22.	Provide the ability to generate and print a sanitation container pick-up order for each final service order based on user defined criteria.	
23.	Provide the ability to track all maintenance to sanitation containers.	
24.	Provide the ability to access Service Order history by location.	
25.	Provide the ability to access Service Order history by customer.	
26.	Provide the ability to access Service Order history by meter.	
27.	Provide the ability to access Service Order history by account.	
28.	Provide the ability to access Service Order history by Tap number.	
29.	Provide the ability to mass produce orders based on user criteria.	
30.	Provide the ability for service workers to utilize iPads in the field.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
Billing		
1.	Provide the ability to bill a full or partial month for water, sewer, taps, backflow devices, refuse, landfill, transfer station, meter demand charges, miscellaneous charges and applicable taxes based on various user defined tables with a minimum of 50 billable services.	
2.	Provide the ability to support multiple rate schedules.	
3.	Provide the ability to calculate charges or credits to Utility Billings.	
4.	Provide the ability to initiate the billing and delinquency processes automatically through an annual calendar, with manual override.	
5.	Provide the ability to bill metered and flat rate services.	
6.	Provide the ability to bill multiple cycles on the same day.	
7.	Provide the ability to bill a location for single or multiple service(s).	
8.	Provide the ability to bill for sanitation roll out services.	
9.	Provide the ability to bill transfer and final accounts when service order has been completed (i.e. readings entered, etc.).	
10.	Provide the ability to estimate bills based on usage history and a user defined formula.	
11.	Provide the ability to calculate a projected bill allowing entry of rates, consumption, tax exemption and other bill calculation data.	
12.	Provide the ability to recalculate billings for accounts which have been estimated or incorrectly billed.	
13.	Provide the ability to print a message on a bill to all customers or selected customers within parameters of card stock bills.	
14.	Provide the ability to combine the consumption on multiple meters and generate one charge.	
15.	Provide the ability to itemize all charges on the bill.	
16.	Provide the ability to bill a surcharge to an account.	
17.	Provide the ability to identify estimated consumption and indicate the reason on the customer's bills.	
18.	Provide the ability to bill for storm water charges.	
19.	Provide the ability to generate a release of lien when contracts are paid out.	
20.	Provide the ability to automatically apply customer deposit to the account during final billing.	

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System Features		
Accounts Receivable		
1.	Provide the ability to maintain a record of open accounts receivable indefinitely.	
2.	Provide the ability to post payments on-line based on predetermined priorities with batch balancing control utilizing automated cash registers with scanners.	
3.	Provide the ability to utilize a slip printer device which will print on the backs of checks deposit information which will include at least: "For Deposit Only" City of Wichita Falls, TX Bank number and name Receipt number Receipt date Cash Code	
3.	Provide the ability to limit the amount which may be drafted for each account and to generate bank drafts in ACH format.	
4.	Provide process for re-payment agreements for accounts in arrears.	
5.	Provide the ability to hold cut-off notices from being created when re-payment agreement terms are being met.	
6.	Provide the ability to automatically generate a cut-off service order if terms of a repayment agreement are broken.	
7.	Provide the ability to write off an un-collectible account.	
8.	Provide the ability to mass write off customer accounts.	
9.	Provide the ability to access the write-off history file when creating a new account.	
10.	Provide the ability to post payments to accounts which have been written off.	
11.	Provide the ability to post adjustments to accounts which have been written off.	
12.	Provide the ability to accept over-payments with automatic generation of proper account entries.	
13.	Provide the ability to track pre-payments for services.	
14.	Provide the ability to provide for positive or negative billing adjustments with audit trail.	
15.	Provide the ability to produce past due and delinquency notices automatically according to a pre-defined calendar with manual override.	
16.	Provide the ability to allow receipt of a payment to cancel a pending cut-off for non-pay service order based on user defined parameters.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
Accounts Receivable		
17.	Provide the ability to automatically generate cut-off service orders for accounts not paid on time and where the account balance exceeds a user-defined period of time or amount.	
18.	Provide the ability to calculate and apply a penalty when payment is not received on time.	
19.	Provide the ability to exempt an account from late charge and identify the reason for the exemption.	
20.	Provide the ability to exempt an account from cut-off notices and identify the reason for the exemption.	
21.	Provide the ability to maintain un-postable payments in a suspense file.	
22.	Provide the ability to identify accounts which are in dispute and to prevent the account from being cut off.	
23.	Provide the ability to identify accounts which have people on life support systems and other medical reasons and require special authorization to generate cut-off notices.	
24.	Provide the ability to access through inquiry all delinquent receivable charges.	
25.	Provide the ability to transfer receivables from one customer to another.	
26.	Provide the ability to automatically transfer receivables from one account to another when customer moves.	
27.	Provide the ability to send selected delinquent notices to the customer and to a third party.	
28.	Provide the ability to automatically update number of cut off non-pay service orders.	
29.	Provide the ability to maintain Accounts Receivable totals daily, month-to-date, and year-to-date based on user defined criteria.	
30.	Provide the ability to accommodate deferred payments.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO	VENDOR RESPONSE
UTILITY MANAGEMENT System Features Cashiering	
1. Provide a cashier system that controls the cash drawer.	
2. Provide the ability for bar-code scanning at the cashier station.	
3. Provide the ability for the user to control the information printed on the receipt and change the format and wording as needed.	
4. Provide the ability for the supervisor to correct or void a cash transaction.	
5. Provide the ability to allow the supervisor to correct or void a cashier's cash transaction from the supervisor's station.	
6. Provide the ability for more than one cashier to log on to a work station.	
7. Provide the ability to control payment posting by payment type and services.	
8. Provide the ability to bank draft for customer's utility payments from either a checking or savings account.	
9. Provide the ability to enter the department cash reports for uploading to the General Ledger System.	
10. Provide all reports and procedures to close and balance all cash drawers for the day and produce a bank deposit slip for the day's deposit.	
11. Provide the ability to denote if an account is cash only.	
System Features History	
1. Provide the ability to retain all transaction history based upon user defined criteria for a minimum of 60 months (i.e., charges, payments, adjustments, consumptions, meter readings, work/service orders, leaks, stop ups, etc.) with archive capability.	
2. Provide the ability to maintain a history of all customers using services at each location for user defined period.	
3. Provide the ability to maintain a history of meters at a location.	
4. Provide the ability to maintain a history of sanitation containers at a location.	
5. Provide the ability to maintain a history of measured and billed consumption for each service.	
6. Provide the ability to make prior period adjustments without affecting current charges or consumption.	
7. Provide the ability to calculate and update "winter month's average" for all residential accounts based on user defined criteria.	
8. Provide the ability to access billing history by A/R account number.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
History		
9.	Provide the ability to track meter tampering history by customer and by location.	
10.	Provide the ability to access billing history by service location or mailing address.	
11.	Provide the ability to access billing history by partial customer name or location.	
12.	Provide the ability to access payment history by A/R account #.	
13.	Provide the ability to access payment history by service location or mailing address.	
14.	Provide the ability to access payment history by partial customer name or location.	
15.	Provide the ability to access meter reading and consumption history by A/R account number.	
16.	Provide the ability to access meter reading and consumption history by service location.	
17.	Provide the ability to access meter reading and consumption history by partial customer name.	
18.	Provide the ability to access meter reading and consumption history by meter number.	
19.	Provide the ability to access adjustment history by A/R account #.	
20.	Provide the ability to access adjustment history by service location.	
21.	Provide the ability to access adjustment history by partial customer name.	
22.	Provide the ability to identify all customers to which a specific service has been billed, in reverse chronological order (LIFO) with start and stop dates.	
23.	Provide the ability to identify service order history by customer.	
24.	Provide the ability to identify service order history by premises.	
25.	Provide the ability to identify service order history by service worker.	
26.	Provide the ability to access from history, all or selected service orders for a customer, regardless of location or premises, in reverse chronological order.	
27.	Provide the ability to access from history, all or selected service orders for a premise, regardless of customer.	
28.	Provide the ability to review a minimum of 60 months of customer payment history based upon appropriate user defined criteria.	
29.	Provide the ability to view the customer's payment rating.	
30.	Provide the ability to identify customers receiving eStatements.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
Validation, Editing and Corrections		
1.	Provide the ability to automatically assign customer numbers and premise numbers, within assigned routes.	
2.	Provide the ability to add and update all customer/tenant/premises information on-line.	
3.	Provide the ability to prevent two customers from being billed for the same service.	
4.	Provide the ability to avoid duplication of service orders for the same service type and premise.	
5.	Provide the ability to check address information against Post Office certified addresses before adding or updating records.	
6.	Provide the ability to designate an account as tax exempt using a minimum of two person validation procedure.	
7.	Provide the ability to designate an account as confidential and exclude certain information from access by unauthorized persons.	
8.	Provide the ability to designate accounts exempt from deposit by authorized personnel.	
9.	Provide the ability to prevent the duplication of sanitation container serial numbers at different locations.	
10.	Provide the ability to allow a final, turn on or transfer (when completed in error) to be backed out and the account restored to its original status.	
11.	Provide the ability to handle readings when the meter rolls past zero. (i.e. last month's reading was 9995 and this month reads 0005).	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
User Interface		
1.	Provide the ability to support a multiple step-driven consumption table with base, minimum, and maximum billing amounts and other user defined rate bases.	
2.	<p>Provide the ability to maintain user defined tables with a minimum of 60 months of history for:</p> <ul style="list-style-type: none"> • cycle/book • meter size • meter use • trouble codes • meter surcharges • accounts receivable transaction codes • water rate • sewer rate • refuse rate • repair codes • customer type • meter type (i.e. raw, disc, etc.) • refuse service type • account status • location type • pipe type <p>NOTE: These are tables currently used by the City of Wichita Falls. Please indicate other tables which may be pertinent to a Utility Management application.</p>	
3.	Provide the ability to support intelligent barcoding for mailing discount and produce supporting reports.	
4.	Provide the ability to barcode account number and billing amount on bills to use with automated cash register and mail receipt validation equipment; currently using RemitPlus for mail receipt processing. The scan line must be printed in OCR-A format.	
5.	Provide the ability to barcode work/service order number or other identifiers on work/service orders for record retrieval purposes.	
ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
System Interface		
1.	Provide the ability to interface with the Post Office/Planning Department for service and mailing address verification when adding new taps or making service changes to insure correct street spelling and street types and provide the proper zip code information.	
2.	Provide the ability to interface with third party hand held meter reading device processing. Currently, the City of Wichita Falls is using the Route Star system by DataMatic, Inc.	

3.	Provide the ability to integrate with electronic management system to annually certify and update the service and mailing addresses.	
4.	Provide the ability to archive electronic documents of any or all reports in a user defined sequence.	
5.	Provide the ability, with proper authorization, to interface with remote sites (i.e. Sanitation, Water Distribution, etc.) for data entry of miscellaneous charges.	
6.	Provide the ability to generate bank drafts in ACH format.	
7.	Provide the ability to forward delinquent information to collection agency based on user defined criteria and flag forwarded accounts.	
8.	Provide the ability for all financial transactions to interface with the General Ledger System.	
9.	Provide the ability to reconcile cash processed to bank deposits.	
10.	Provide the ability to link to the City GIS System for current owner information.	
11.	Provide the ability to interface service orders between third party asset management system, currently CityWorks.	
12.	Provide the ability to interface with third party payment centers and kiosks.	
13.	Provide the ability to create refund information to be interfaced with the Finance System, currently ACS, to generate refund checks.	
14.	Provide the ability to store and update the City of Wichita Falls map coordinates.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
System Interface		
15.	<p>Provide all necessary interfaces to the General Ledger:</p> <ul style="list-style-type: none"> a. Provide the ability to handle charges, payments, deposits, payments adjustments, write-offs, deposit interest accruals, deposit and deposit interest refunds, and refunds of credit balances, taxes. etc. Also, for refunds and identify the reason for the refund. b. Provide the ability to write refund checks for deposits according to user defined rules. c. Provide the ability to refund interest on deposits according to user defined rules. d. Provide the ability to apply deposits to be refunded to accounts receivable. e. Provide the ability to transfer deposits from one account to another. f. Provide the ability to post to appropriate accounts in the General Ledger for all transactions related to deposit and deposit interest refunds. g. Provide the ability to produce an audit trail of all transactions processed. h. Provide the ability to set up a new service without having a customer attached. i. Provide the ability to automatically generate refund transactions for closed accounts with credit balances to interface with Accounts Payable System. j. Provide the ability to initiate refund transactions upon request to a customer with a credit balance and interface with the Accounts Payable System. k. Provide the ability to automatically reverse all transactions generated as a result of posting a check which is returned for insufficient funds l. Provide the ability to correctly age an account which has been adjusted as a result of posting a check which is returned for insufficient funds. m. Provide the ability to generate budget transactions to debit departmental expense accounts for services billed. 	
16.	Provide the ability to access Code Enforcement/Building Permits to know of areas under construction, demolition, street repairs, etc.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
System Generated Reports		
1.	Provide report of a complete audit trail of payments processed prior to general ledger cash posting.	
2.	Provide report of Aged Account Receivables.	
3.	Provide a delinquent accounts register report.	
4.	Provide report of current, month-to-date, and year-to-date revenues by various revenue classifications.	
5.	Provide a meter cross reference report.	
6.	Provide a report of meters to be changed out based on user defined time frame, meter size, address or other criteria.	
7.	Provide a report of meters to be tested based upon user defined time frame, meter size, address or other criteria.	
8.	Provide a report of route reading sequence lists.	
9.	Provide a report of consumption and revenues by user defined criteria (i.e. amounts, dates, cycle/book, etc.).	
10.	Provide a report of payment arrangements showing agreements kept, broken, amounts past due and due dates.	
11.	Provide a report of deposits held showing deposit number, account number, date of deposit, accrued interest, and customer history of the account.	
12.	Provide a list of all new customers for a selected period of time.	
13.	Provide a list of all new services for a selected period of time excluding customers with confidentiality code.	
14.	Provide a list of all new premises for a selected period of time.	
15.	Provide a list and age service orders by type, service order and status.	
16.	Provide a report by rate analysis showing consumption, amount billed, number of accounts, etc., for each rate, meter size, etc.	
17.	Provide a report by consumption analysis showing number of accounts, amount billed, consumption, etc., for each user defined consumption block range, meter size, etc.	
18.	Provide a list of all accounts estimated during a selected period of time and indicate if manually estimated or system estimated.	
19.	Provide reports by user defined criteria from automated cash registers.	
20.	Provide reports which analyze season variations in customer consumption.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
System Generated Reports		
21.	Provide a detailed register for regular, final, and transfer billings which include all accounts billed and each detailed transaction applied since the previous billing.	
22.	Provide a list of all adjustments with selections by type and/or reason.	
23.	Provide a report of all accounts receivables, summarizing by age and indicating accounts in dispute.	
24.	Provide a list of all accounts with disputed balance.	
25.	Provide a list of refund transactions and provide access to a refund check register inclusive in the Accounts Payable System.	
26.	Provide a list of all accounts which are scheduled to be turned over to a collection agency excluding bankruptcies.	
27.	Provide a list of all accounts which have been turned over to a collection agency excluding bankruptcies.	
28.	Provide a list of all accounts which have been written off during a specified period of time.	
29.	Provide a report of customer account analysis which lists all financial, meter reading and consumption transactions based on a user specified period of time and criteria.	
30.	Provide a report for the cash receipts journal for each day and month to date.	
31.	Provide a report of payments received by type of payment and revenue classification based on user defined criteria.	
32.	Provide a report of revenue by rate code.	
33.	Provide a report of taxes billed and collected by service and type tax.	
34.	Provide a report of services which are installed, but not billed, with selections by service status.	
35.	Provide a report of service orders by status (i.e. complete, incomplete, priority).	
36.	Provide a report of service orders by scheduled date and time.	
37.	Provide a list of all accounts exempt from taxes, deposits, etc.	
38.	Provide a report of all customers with deposits over a user defined amount for a specified period of time.	
39.	Provide a report of all customers at a specified rate for a specified period of time.	
40.	Provide a list of all customers by service address, meter number, customer name, etc.	

ADMINISTRATIVE SYSTEMS REQUIREMENTS Y=YES, A=ADD, P=PARTIAL, W=WILL, F=FUTURE, R=REPORT WRITER, N=NO		VENDOR RESPONSE
UTILITY MANAGEMENT		
System Features		
System Generated Reports		
41.	Provide a report of all transaction history based upon user defined criteria for a minimum of 60 months (i.e., charges, payments, adjustments, consumptions, meter readings, service orders, leaks, sewer stop ups, etc.).	
42.	Provide the ability to print billings in a selected order, i.e., Country Club, State bills, etc. and other user defined criteria for required verification signatures.	
43.	Provide the ability to list accounts with contracts based on user defined criteria (i.e., date, type, amount of contract, etc.)	
44.	Provide the ability to list accounts in a specified status based upon user defined time frame.	
45.	Provide the ability to list all residential customers and the data required to determine their "winter month's average".	
46.	Provide the ability to list aged final accounts.	
47.	Provide the ability to list all residential and commercial accounts activated within the preceding 30 days that are not charged sewer.	
48.	Provide a report of commercial sanitation license fees that will expire within a specified period of time.	
49.	Provide a report of the various rate tables.	
50.	Provide a report of all backflow devices to be tested within a specified period of time.	
51.	Provide testing notices to be sent to homeowners of properties utilizing backflow devices.	
52.	Provide a vacancy report for Code Enforcement based upon user defined time frame of becoming inactive and other user criteria.	
53.	Provide the ability to print bills and/or notices on postcard size forms. Currently, this size document is the most cost effective for the City. The form must also comply with postal regulations for size, weight and barcoding specifications and accommodate OCR/barcoding on the bills and other mailing documents.	
54.	Provide the ability to electronically send the regular, as well as final and transfer billing files as they are completed on a daily basis to a third party vendor, currently Computech, for outsourcing the printing and postal handling requirements and produce supporting documentation and reports.	

Appendix C - Municipal Court Response Form

Please indicate with Y or N if the functionality is available in the software <u>without</u> customization	Y/N
Automatically validates addresses used in the location of a violation against a master street index for verification.	
Provides ability for the court staff to add fees to citations, warrants and cases (agency configurable).	
System is configured to alert user when same case number or citation number has been used more than once. If duplicate, an option is given to accept or cancel.	
Provides ability to configure a red flag or other automatic pop-up or alert on a case for internal staff use.	
Provides ability to print and read bar coded label listing all offenses.	
Provides ability to create and manage dockets.	
Provides a viewable docket which shows activity on case in date order and ability to use "stamps" or docket codes defaulted on system.	
Provides ability to add user defined fields and codes for agency use.	
Provides method of notifying court customers of changed schedules or locations.	
Retains a searchable history of changes of address and name changes.	
Provides various methods of completing a search including partial word searches and soundex capability for first and last names.	
Provides method of search for attorney based on supreme court registration number.	
Provides ability to place cases on: probation, deferred adjudication, or driver safety course; and additionally allows case to be tracked through completion.	
Allows the user to attach multiple violations to the basic citation information. Each citation can have the fine and multiple fees and/or court costs attached to it. The fees/costs/fine can be increased or decreased without affecting other citations with the same violation.	
Provides automatic indication on citations in which violator is a juvenile at the time of the violation.	
Collects and maintains secure reliable access to all information relating to the citation including dates, agency filing charges, jurisdiction, all violation and incident information, charging and issuing officers and complete violator and vehicle information.	

	Provides ability to enter multiple jurisdictions, counties and districts.	
	Collects and maintains secure reliable access to violation(s) information including case number, offense, location, degree, attorney, judge, plea information, amended charge, all dates, times and status.	
	Allows case numbers can be manually entered or automatically entered by the system.	
	Provides ability to add additional officers/parties to a case.	
	Based on the citation type, the case defaults to a TRD, TRP or CRB case type.	
	Provides ability to enter date/time/status information for up three pending events on a case.	
	Provides ability to enter multiple events and event types.	
	Provide the ability to purge records based upon user defined criteria.	
	Maintains secure reliable access to all events ever scheduled on case.	
	The system collects and maintains secure reliable access to case information including suspensions, sentences, warrant status, bonds, additional complaints, special sentencing, BAC level and type, license and vehicle forfeiture, insurance and ITN#.	
	Provides ability to specify language information, whether an interpreter is needed and adds interpreter as party to case.	
	Provides method of storing and easily accessing all relevant information relating to persons involved in a case, including SSN, and any and all information (including photos) available from a Driver's License.	
	Provides method of storing and accessing all relevant vehicle information through a master file or equivalent process.	
	System allows officer's badge/id to be changed without affecting citations already entered into the court system.	
	Provides method of storing and accessing all relevant officer information through a master file or equivalent process.	
	Provides method of storing and accessing all relevant attorney, bond and collection agency information through a master file or equivalent process.	
	Provides for unlimited warrant types and the dissemination of warrant document to applicable law enforcement agencies.	
	Collects and maintains secure reliable access to all information relating to warrants including warrant number, type, all related dates, amount of bond (or days of jail), names, vehicles, officers involved, persons involved.	
	Provides ability to issue warrants automatically or selectively. Served warrants are retained by the system for historic information.	

	Provides ability for user to define an unlimited number of warrant types and set up the wording for each. A warrant fee can automatically be added to the fees and costs when a warrant is issued.	
	Provides ability to select charges on warrant.	
	Allows configurable distribution of partial payments to any combination of fines/fees/costs based on flat amounts or percentages.	
	Provides ability to change fees, costs, or fines when payments are entered.	
	Can be configured to allow payment in full or partial payments.	
	Provides ability to post and forfeit bonds to pay fees/costs/fines.	
	Provides ability to apply credit to a case for various types of community service or jail time.	
	Provides ability to accept payments (credit card or other electronic funds transfer) from customers connected through web browser.	
	Provides ability to accept credit card payments from customers at our offices.	
	Provides ability to accept credit card payments from customers connected through an IVR.	
	Provides for printed and numbered receipts for each financial transaction.	
	Provides ability to handle payment agreements and displays due dates with corresponding amount due.	
	Provides ability to handle payments on multiple cases (single defendant with payment plan for multiple cases). Receipt shows total amount owed on all cases.	
	Provides ability to void transactions.	
	Provides ability to record miscellaneous receipts not attached to a case file.	
	Provides ability to run reports on financials including period end, voids processed and accounts receivable.	
	Provides ability to create a probation case off a criminal/traffic case.	
	Provides ability to track requirements of probation.	
	Provides ability to enter start/end dates of term of probation .	

	Provides ability to run reports based on probation deadlines.	
	Provides ability to link printed forms, such as LDPs, to a case.	
	Provides ability to create forms for use on each case.	
	Provides ability to easily create and store user defined reports based on flexible parameters targeting virtually any data which exists in the system.	
	Provides ability to easily configure and store various disposition reports.	
	Provides ability to issue and clear license forfeitures and warrant blocks.	
	Provides ability to add and remove violations to cases.	
	Provides ability to electronically report convictions, suspensions, modifications to BMV.	
	Provides ability to run docket report showing final disposition on each case.	
	Provides ability to easily configure and store various bond reports.	
	Provides spell check on free form text fields.	

	The City is committed to leveraging the value of current and future systems by exchanging information between applications. If the vendor has experience or documented processes to assist us with the following interfaces, please indicate:	
	Document Management Systems (Metafile)	
	Intergraph Public Safety Records Management and CAD Integration	
	Financials (Sungard HTE)	
	Geographical Information Systems (ESRI)	
	Standard Productivity Software (MSOffice or Open Office)	
	Google Apps for Government (email, calendar, documents)	
	LaserFiche Integration (Records Management System)	
	APS - Advanced Public Safety Integration (Citation Writers)	
	Provides ability to interface with mobile devices. (tablets, smartphones)	

Appendix D –Optional Financial Information System Response Form

(Vendor Provided own FIS Response Form)

Appendix E - Glossary of Terms

The City - City of Wichita Falls

CIS - Customer Information System

UC - Wichita Falls Utility Collection Systems

MC - Wichita Falls Municipal Court

RFP - Request for Proposal

FIS - Financial Information Systems

PRF – Proposer Response Forms

FCC - Federal Communication Commission

EIA - Electronic Industries Association

IEEE - Institute of Electrical and Electronic Engineers, Inc.

EPA - The Environmental Protection Agency

CY – Calendar Year

City IT –City's Department of Information Technology

CW - City Works

COTS - Commercial-Off-the-Shelf

ETL - Extract, Transform, and Load

EAI - Enterprise Application Integration

APS - Advanced Public Safety

APPENDIX F – Proposal Affidavit

Return entire package and all documentation required by this Request for Proposal.

PROPOSAL AFFIDAVIT

Authorized officer: all pages in this bid containing statements, letters, etc., shall be signed by a duly authorized officer of the company, whose signature is binding on this proposal.

The undersigned offers and agrees to furnish all of the items/services upon which prices are stated in the accompanying proposal. The period of acceptance of this proposal will be _____ calendar days from the date of the bid opening. (Period of acceptance will be ninety (90) calendar days unless otherwise indicated by offerer.)

State of _____

County of _____

Before me, the undersigned authority, a Notary Public in and for the State of _____, this day personally appeared

_____, who being by me duly sworn, did depose

and say: "I, _____, am the duly authorized officer
Name

of/agent for, _____
Firm Name

and have been duly authorized to execute the foregoing bid on behalf of

the said _____
Firm Name

"I hereby certify that the foregoing bid has not been prepared in collusion with any other offerer or other person or persons engaged in the same line of business prior to the official receipt of this proposal. Further, I certify that the offerer is not now, nor has been for the past six (6) months, directly or indirectly concerned in any pool or agreement or combination, to control the price of items/services offered, or to influence any person or persons to offer or not to offer thereon."

Name and address of Bidder: _____

Telephone: _____

By: _____
Print Name Title

Signature: _____

Subscribed and sworn to before me by the above named:

on this _____ day of _____ 20_____.

Notary Public in and for the
State of _____

Return this affidavit as part of this bid.